

Issue #	Issue Title	Status	Subject Area	Final Action	Pg #
05.07.01	Basic for Subsistence (BAS) for all Soldiers	Unattainable	Ben/Ent	2005	51
04.03.02	Chargeable Emergency Leave	Undetermined	Ben/Ent	2004	18
04.03.01	Chargeable Military Leave	Undetermined	Ben/Ent	2004	17
03.03.01	Child Care Costs for Active Duty	Complete	Ben/Ent	2003	14
05.0703	Dislocation Allowance (DLA)	Complete	Ben/Ent	2005	98
03.03.03	Eligibility Criteria for Family Subsistence Program	Complete	Ben/Ent	2003	17
03.03.02	Government Travel Card Billing Process	Complete	Ben/Ent	2003	15
05.07.02	Non-Commissioned Officer (NCO) Degree Completion Program	Complete	Ben/Ent	2005	98
04.03.03	Permissive Temporary Duty for House Hunting	Undetermined	Ben/Ent	2004	18
05.01.26	Age Requirements for Dependents at Barnes Field House	Forward in FY06	Consum Serv	#	55
05.01.19	Bad Projector in Cochise Theatre	Complete	Consum Serv	2005	49
05.01.11	Barnes Field House provides Hydration in the Form of a Drinking Fountain Only	Complete	Consum Serv	2005	74
05.01.13	Burger King Drive Thru Hours	Complete	Consum Serv	2005	64
05.01.14	Children in the Bowling Lanes during League Bowling	Complete	Consum Serv	2005	74
03.07.02	Clothing Sales Location/ Accessibility	Unattainable	Consum Serv	2003	32
05.01.20	Cochise Theatre Hours	Unattainable	Consum Serv	2005	64
05.01.25	Commissary and AAFES Shoppette Prices	Complete	Consum Serv	2005	48
05.01.03	Commissary Operating Hours	Complete	Consum Serv	2005	47
04.07.01	Common Table Authorization - 50 Items	Unattainable	Consum Serv	2004	32
05.01.01	Department of Defense Civilian Employee's Patronage of Army Air Force Exchange Service	Complete	Consum Serv	2005	95
05.01.22	Food at Raymond W. Bliss Health Center	Complete	Consum Serv	2005	84
05.01.09	Food Choices on Fort Huachuca	Complete	Consum Serv	2005	63
04.07.02	Force Protection Stand-off Distance	Complete	Consum Serv	2004	33
05.01.10	Fort Huachuca needs a Toy Library	Complete	Consum Serv	2005	91
05.01.18	Hamburger Meat at the Commissary not Sold by Half Pound or One Pound Increments	Complete	Consum Serv	2005	48
05.01.4.3	Hours for the Open Shooting Range	Complete	Consum Serv	2005	72
03.07.01	Installation Volunteer Coordinator Program	Complete	Consum Serv	2003	32
05.01.15	Lack of a Family Friendly Swimming Pool on Fort Huachuca	Complete	Consum Serv	2005	54
05.01.12	Lack of Shower Curtains in BFH Women's Locker Room	Complete	Consum Serv	2005	54
05.01.07	Larger Variety at the Post Exchange	Complete	Consum	2005	63

			Serv		
04.07.03	Morale, Welfare and Recreation Funding	Undetermined	Consum Serv	2004	34
05.01.27	Murr Recreation Center Outside Patio/Barbeque Area	Complete	Consum Serv	2005	92
05.01.4.2	MWR facilities are often not Accessible to Soldiers	Complete	Consum Serv	2005	72
05.01.02	No Outdoor Adventure and Tour Program on Fort Huachuca	Complete	Consum Serv	2005	91
05.01.23	No Outside Food in Desert Lanes Bowling Center	Complete	Consum Serv	2005	55
05.01.05	Not Enough MWR Sponsored Running Events on Fort Huachuca	Complete	Consum Serv	2005	72
05.01.08	Pool Fees at Barnes Field House	Complete	Consum Serv	2005	73
05.01.21	PX Beauty Salon Prices	Complete	Consum Serv	2005	49
05.01.24	PX Lack of Stock for Sale Items	Complete	Consum Serv	2005	50
05.03.02	Quarters Repair and Cleaning Costs at Termination	Complete	Consum Serv	2005	96
05.01.16	The MWR Box Office is closed on the Friday before a 3-day weekend. Lack of advertisement for MWR Box Office	Complete	Consum Serv	2005	74
05.01.17	The Travel Office Closes at 1630 Hours	Complete	Consum Serv	2005	68
05.01.4.1	The Use of MWR Recreational Facilities by the General Public	Complete	Consum Serv	2005	71
05.01.04	Use of MWR Facilities on Post During Off Duty Hours	Complete	Consum Serv	2005	71
05.06.12	Child Care Waiting List	Complete	Cys/Ys/Edu	2005	57
04.01.01	Childcare Availability for Children 24 Months and Under	Complete	Cys/Ys/Edu	Monitor	9
05.06.13	Extended Daycare Hours	Complete	Cys/Ys/Edu	2005	57
04.01.02	Flat Rate Childcare Fee	DA Active	Cys/Ys/Edu	566	10
03.01.02	Funding for Youth for Hire Program	Unattainable	Cys/Ys/Edu	2004	8
05.06.04	High School on Fort Huachuca	Unattainable	Cys/Ys/Edu	2005	56
05.06.10	Hours for the Child Development Center	Complete	Cys/Ys/Edu	2005	76
05.06.11	Inadequate Staffing Ratio at CDC	Unattainable	Cys/Ys/Edu	2005	77
05.06.01	Inadequate Training of Staff at Child Development Center (CDC)	Complete	Cys/Ys/Edu	2005	97
05.06.02	Insufficient Childcare Slots for Active Duty Military	Active	Cys/Ys/Edu		98
05.06.03	Lack of Appointed Rep on Ft. H School Board	Complete	Cys/Ys/Edu	2005	56
05.06.07	Lack of Parent Involvement in the Children and Youth Services, SAS Parent Advisory Council (PAC)	Unattainable	Cys/Ys/Edu	2005	76
05.06.06	No Overhead Cover for Bus Stops	Complete	Cys/Ys/Edu	2005	90
05.06.09	No Transportation for Summer School	Complete	Cys/Ys/Edu	2005	76
03.01.03	Notification of Odd Jobs	Complete	Cys/Ys/Edu	2004	9
04.01.03	School Bus Safety	Complete	Cys/Ys/Edu	Monitor	10
05.06.05	Speed Limit in School Zones	Complete	Cys/Ys/Edu	2005	67
05.06.08	Unsafe Drop Off/Pick up at Johnston Elementary due to Procedures not being Followed	Complete	Cys/Ys/Edu	2005	93

03.01.01	Youth Sports Program on Post	Complete	Cys/Ys/Edu	2004	8
05.02.01	Consistent Duty Schedule	Complete	Family Serv	2005	46
04.06.03	Directory of Free/Discounted Services	Complete	Family Serv	2004	31
03.06.01	Hourly Childcare	Complete	Family Serv	2003	27
04.06.02	Military Family eligibility for Supplemental Subsistence Programs	DA Active	Family Serv	564	31
04.06.01	One-Stop Family In-processing Center	Complete	Family Serv	2004	29
05.02.03	Parking Availability at Murr Community Center	Unattainable	Family Serv	2005	75
05.02.02	Post Information Resources	Complete	Family Serv	2005	85
03.06.03	Respite Care	Combined	Family Serv	04.02.03	29
03.06.02	Speeding in Housing Areas	Complete	Family Serv	2003	28
05.03.12	Allen House Guests	Complete	Hous/Trans	2005	75
03.04.02	Availability of Modified Housing	Unattainable	Hous/Trans	2003	19
05.03.09	Coal Bins behind Quarters on Grierson Avenue and Henry Circle	Complete	Hous/Trans	2005	52
04.04.02	Fences for Government Quarters	Unattainable	Hous/Trans	2004	22
05.03.06	Housing Construction	Complete	Hous/Trans	2005	52
05.03.01	Housing Policies and Standards on Ft. H.	Complete	Hous/Trans	2005	51
03.04.03	Implementation of Mayoral Program @ Ft. Huachuca	Complete	Hous/Trans	2004	20
05.03.13	Lack of Restrooms and Trashcans Located on/near Ft. Huachuca Housing Area Playgrounds	Complete	Hous/Trans	2005	68
05.03.15	Landscaping on Post	Complete	Hous/Trans	2005	53
05.03.14	Need for Safety Corridors	Complete	Hous/Trans	2005	53
05.03.03	Pedestrians and Non-Motorist Safety	Active	Hous/Trans		88
04.04.01	Pre-Termination Inspections to Clear Housing	Complete	Hous/Trans	2004	21
03.04.01	Quarters Cleaning	Undetermined	Hous/Trans	2003	18
05.03.08	Standards for Yard Maintenance in Housing on Fort Huachuca	Complete	Hous/Trans	2005	52
05.03.07	Storage for Two Vehicles During Overseas Restricted Location Assignment	Forward in FY06	Hous/Trans	#	50
05.03.04	Transportation Weight Allowance for Household Goods	DA Active	Hous/Trans	531	99
05.03.11	Yard of the Month Program	Complete	Hous/Trans		88
05.08.06	Additional Crosswalks Needed on Hatfield and Around the PX Area	Complete	Inst Sup/Emp	2005	89
05.08.01	Centralized Civilian Employment Center	Active	Inst Sup/Emp		85
04.08.01	DA Civilians AAFES Benefits	Combined	Inst Sup/Emp	05.01.01	35
04.08.02	Employment Readiness Program (ERP)	Complete	Inst Sup/Emp	2004	35
05.08.10	Lack of Notification of Lane Closures at Post Gates	Complete	Inst Sup/Emp	2005	87
05.08.08	MWR Box Office Ramp	Complete	Inst Sup/Emp	2005	58
03.08.01	NAF Incentive Award Program	Complete	Inst Sup/Emp	2003	34
05.08.05	Parking Maintenance on Fort Huachuca	Complete	Inst Sup/Emp	2005	70
05.08.07	Pool Cover at Irwin Pool	Complete	Inst	2005	58

			Sup/Emp		
05.08.02	Recycling Program on Fort Huachuca	Unattainable	Inst Sup/Emp	2005	69
05.08.03	Reserved Parking on Fort Huachuca	Complete	Inst Sup/Emp	2005	78
04.08.03	Retired Civilian Identification Cards	Undetermined	Inst Sup/Emp	2004	36
05.08.04	The Global Address List (GAL) is Unorganized	Complete	Inst Sup/Emp	2005	66
03.08.02	Time in Grade Restrictions	Complete	Inst Sup/Emp	2003	34
05.08.09	Traffic Buildup at Post Gates during Peak Hours	Complete	Inst Sup/Emp	2005	67
05.08.11	Turning Left on Hatfield at Dividing Cones	Unattainable	Inst Sup/Emp	2005	53
05.04.03	Access to Medical Appointments	Complete	Med/Den	2005	59
05.04.01	Advanced Life Support for Installations	DA Active	Med/Den	#	96
05.04.09	Appointments in Pediatric Clinic for More than One Child	Complete	Med/Den	2005	60
04.02.01	Army Health Centers	Combined	Med/Den	05.04.04	11
03.02.01	Army Health Centers (AHC)	Combined	Med/Den	05.04.04	11
05.04.08	Clinics do not Support Family Members Even on Training Holidays	Complete	Med/Den	2005	83
03.02.03	Exceptional Family Member Program	Combined	Med/Den	05.04.06	12
05.04.06	Exceptional Family Member Program	Complete	Med/Den	2005	81
04.02.02	Exceptional Family Member Program Services	Combined	Med/Den	05.04.06	13
05.04.04	Inadequate Medical Care. Medical Care Located Too Far Away	Complete	Med/Den	2005	79
05.04.05	Military Dependents on Ft. Huachuca are Not Provided with Timely Mental Health Services	Complete	Med/Den	2005	81
03.02.02	Pediatrics	Combined	Med/Den	05.04.08	12
05.04.12	Pharmacy's Refusal to Allow Prescriptions Supplying more than 30 days of Medication at One Time	Complete	Med/Den	2005	62
05.04.10	Prescription Pick-up for Dependent ID Cardholders (children)	Complete	Med/Den	2005	61
05.04.11	R.W. Bliss Health Centers Pharmacy cannot Handle the Volume it Receives	Complete	Med/Den	2005	61
05.04.02	Reimbursement for Medical Travel	Complete	Med/Den	2005	96
04.02.03	Respite Care	Complete	Med/Den	2004	14
05.04.07	Troop Health Care	Complete	Med/Den	2005	82
04.09.01	Early Retirement Plan	Undetermined	Retirees	2004	37
04.09.02	Medical and Dental Annuity Fund	Undetermined	Retirees	2004	38
03.09.02	Retiree Cost of Living Allowance (COLA)	Complete	Retirees	2003	36
03.09.01	Retiree Life Insurance	DA Active	Retirees	560	37
03.09.03	Survivor Benefit Plan	DA Active	Retirees	553	37

05.05.15	AAFES Services Targeting Single Soldiers (Single Soldiers Day)	Complete	Soldier Supp	2005	65
03.05.01	Article 15 of UCMJ	Unattainable	Soldier Supp	2003	23
04.05.03	Barracks Security Barriers	Complete	Soldier Supp	2004	26
05.05.01	Centralized Barracks Management	Complete	Soldier Supp	2005	89
03.05.02	Child Care Availability	Complete	Soldier Supp	2003	24
04.10.03	Display of the Department of Defense (DOD) Vehicle Decal	Undetermined	Soldier Supp	2004	39
05.05.11	Education Center's Internet Café	Complete	Soldier Supp	2005	65
05.05.04	Extended Work Hours	Complete	Soldier Supp	2005	46
04.05.01	Financial Responsibility Training and Counseling	Complete	Soldier Supp	2004	25
05.05.18	Hotel Billeting	Complete	Soldier Supp	2005	55
05.05.17	IMA or Garrison CSM Position Assignments	Complete	Soldier Supp	2005	49
05.05.20	Inconsistent Enforcement of the Helmet Law	Complete	Soldier Supp	2005	86
05.05.19	Increase Pay for Designated Ranks	Complete	Soldier Supp	2005	50
03.05.03	Leave Policy	Complete	Soldier Supp	2003	24
05.05.13	Library Hours on Post not Tailored to Community Needs	Active	Soldier Supp		93
05.05.16	Loud Music from Vehicles on Post	Complete	Soldier Supp	2005	67
05.05.07	Lunch Schedule	Complete	Soldier Supp	2005	46
04.10.01	Medical Insurance for Reserve Components and Dependents	DA Active	Soldier Supp	122	38
05.05.02	Military Clothing Allowance for Instructors	Complete	Soldier Supp	2005	97
05.05.09	NCOs should be Able to Live Off Post and Receive BAH Regardless if Single or Married	Complete	Soldier Supp	2005	65
05.05.12	No Designated Permissive TDY Time to Move Household Goods into Living Quarters	Complete	Soldier Supp	2005	47
05.05.03	One-on-one Finance Counseling During In Processing	Complete	Soldier Supp	2005	84
05.05.10	Over Deployment for Service Members	Complete	Soldier Supp	2005	47
05.05.08	Physical Training in Housing Areas	Complete	Soldier Supp	2005	59
05.05.05	Promotion of SPC to SGT without Board or PLDC in Star MOS.	Complete	Soldier Supp	2005	48
04.10.02	Reserve Component Mobilization Time Period	Undetermined	Soldier Supp	2004	39
04.05.02	Scheduled Family Services, Programs and Classes	Complete	Soldier Supp	2004	25
05.05.14	Temporary Lodging and the 10-day TLE Allowance	Unattainable	Soldier Sup	2005	50

05.07.04	TRADOC Academic Instructors Special Duty Assignment Pay	Forward in FY06	Soldier Supp	#	85
03.11.01	Absence of PE Equipment Area for Teens	Unattainable	Teen	2003	39
04.12.02	Communication Among Buena, Parents and Students	Active	Teen		45
03.11.02	Communication for Teen Activities	Complete	Teen	2004	40
05.H2.02	Community Performing Arts Center	Unattainable	Teen	2005	78
03.12.01	Deployment of Dual Military Parents	Undetermined	Teen	2003	42
05.H1.02	Driver's Training	Unattainable	Teen	2005	77
05.H1.03	Family Restaurant	Unattainable	Teen	2005	58
04.11.01	Ft. Huachuca Needs a Roller Rink/Café	Active	Teen		41
05.MT.02	Inadequate After School Activities	Active	Teen		94
05.MT.01	Insufficient Youth Communication Forum	Active	Teen		94
05.H2.01	Lack of a High School Teen Club	Active	Teen		95
03.12.02	Lack of Education of Counselors, Parents on MOA on Transfer of HS Credits	Complete	Teen	2003	43
05.H1.01	Lack of Transportation on Post	Active	Teen		87
05.MT.03	Litter and Pollution Control	Combined	Teen	05.08.02	70
05.H2.03	On-Post Dental Care for Dependents	Unattainable	Teen	2005	99
05.H1.04	Safety and Quality of Life	Complete	Teen	2005	90
04.11.03	Smith Middle School Behavior Program	Complete	Teen	2004	42
04.11.02	Smith Middle School Uniforms	Complete	Teen	2004	41
04.12.01	Teen Employment on-post	Complete	Teen	2004	43
03.11.03	Unaccompanied Age Restriction at BFH Pool	Unattainable	Teen	2003	40
05.MT.04	Youth Activity Programs	Active	Teen		94
04.12.03	Youth Hunting Program	Active	Teen		45

Assigning Issue Status:

At each level (Installation, MACOM/Region, and HQDA), a status is assigned to AFAP issues:

Active: An issue assigned to a lead and support agency that is being worked toward resolution.

Completed: Issues with completed action plans (resolved issues).

Unattainable: Issues that are ultimately determined by the AFAP Steering Committee to be too costly or for other reasons, inadvisable to continue pursuing at that time. Unattainable issues may be re-looked within three years. If an issue is deemed unattainable state length of time it will remain unattainable.

Forward: Issues that the Steering Committee has recommended to be forwarded to the next level for resolution.

Subject Area Legend:

Cys/Ys/Edu	Child and Youth Services/Youth Services/Education
Med/Den	Medical/Dental
Ben/Ent	Benefits/Entitlements
Hous/Trans	Housing/Transportation
Soldier Supp	Soldier Support/Reserve/Guard/IRR
Family Serv	Family Services
Consum Serv	Consumer Services
Inst Sup/Emp	Installation Support / Employment/Civilian
Retirees	Retirees
Teen	Teen Panels for Middle School and High School

**YOUTH SERVICES / EDUCATION
ISSUE # 03-01-01**

ISSUE: Youth Sports Program on Post

SCOPE: The lack of a youth sports program on Fort Huachuca, high costs and the inconvenience of sports programs off post, negatively affects the military family member's quality of life. Military families are on a limited budget and the high costs of off post programs are prohibitive for participation. Sports programs develop loyalty, respect, integrity, honor, character and teamwork.

RECOMMENDATIONS:

1. Fund Youth Sports Program Staff position.
2. Begin Registration for Youth Sports.
3. Establish a Unit Volunteer Coaching Program.

MILESTONES:

1. 1st Quarter FY04
2. 1st Quarter FY04
3. 2nd Quarter FY04

PROGRESS:

1. Youth Services is aware of the need for a Youth Sports Program that encompasses team and individual sports on Ft. Huachuca.
2. Youth Services has been allocated funding for youth sports beginning with FY04.
3. Job announcements have been received for a NAF Youth Sports Director and a Field Maintenance / Warehouse Worker. Recruiting will begin during 1st quarter FY04.
4. Youth Services will begin the Team Sports Program with basketball during 2nd quarter FY04.
5. Basketball registration was conducted and 170 youth from 5-15 years old are registered into the program and 21 teams have been formed.

6. Baseball registration will be conducted between April and July.

7. Soccer registration will be conducted between August and January.

STATUS: Complete FY04

LEAD AGENCY: Child & Youth Services
SUPPORT AGENCY: DCA

**YOUTH SERVICES / EDUCATION
ISSUE # 03-01-02**

ISSUE: Funding for Youth Hire Program

SCOPE: As an established program, the Summer Youth Hire Program benefits the military community. The program would allow the youth to acquire work experience, income and develop a sense of responsibility, while providing a service to the community. This program is not funded.

RECOMMENDATIONS:

Allocate appropriated funds to support the Summer Youth Hire Program at the installation level.

REQUIRED ACTIONS:

1. Allocate funding in the amount of \$6k per student hire. Any amount designated will be divided by this figure and this will give us the number of students we can hire.
2. If money is allocated, CPAC must submit a request for Student hire register.

MILESTONES:

1. 1st quarter FY04
2. January 2004

PROGRESS:

1. Due to funding constraints, no dollars have been allocated toward this initiative in FY02 or 03. Forecast is also dim in FY04.
2. The DCA club system has continued to employ teens to work not only during the summer but also during the school year.

STATUS: Given the continued appropriated funding situation, recommendation is deemed unattainable.

LEAD AGENCY: DCA
SUPPORT AGENCY:

**YOUTH SERVICES / EDUCATION
ISSUE # 03-01-03**

ISSUE: Notification of Odd Jobs for Youth

SCOPE: The youth and residents of Fort Huachuca do not have a place to post or request odd jobs. Establishing a centralized odd job board would enable youth in the community to match their skills with available job opportunities.

RECOMMENDATIONS:

1. Create a bulletin board in a centralized location allowing the youth to post available skills as well as adults to post assistance needed.
2. Publicize the existence and the location of the board in the Scout, Commanders Access Channel and the Round Up.

REQUIRED ACTIONS:

1. Develop forms listing odd jobs available.
2. Develop forms listing youth's skills.
3. Publicize the existence of the Odd Jobs Bulletin Board located at the ACS building #50010.
4. Publish article in Scout, display on CAC.

MILESTONES:

1. Completed
2. Completed
3. Completed
4. September 2003

PROGRESS:

Coordinated with Fort Huachuca JAG office on Federal laws pertaining to youth working on post. Consulted with State Job Services on state regulations pertaining to youth working odd jobs.

STATUS: Completed FY04

LEAD AGENCY: DCA
SUPPORT AGENCY:

**YOUTH SERVICES / EDUCATION
ISSUE # 04-01-01**

ISSUE: Childcare Availability for Children 24 Months and Under

SCOPE: Care for children under 24 months at Family Child Care (FCC), Child Development Center (CDC) and within the local community is insufficient.

Example: 60 children under 24 months are on the waiting list for a duration of 6-12 months with 40 of these being priority one (Active Duty, Single Parent / Dual Military). Childcare non-availability negatively affects the military mission and retention due to priority one families without sufficient childcare.

RECOMMENDATIONS:

1. Encourage growth of Family Child Care (FCC).
2. Increase funding for additional facilities.
3. Increase awareness of childcare needs in local community.

REQUIRED ACTIONS:

1. Meet with CYS and other proponents to determine plan of action.
2. Meet with FCC to discuss options on "how to" increase providers willing to take children under 24 months.
3. Look at other options of availability and funding from other sources.
4. Look at ways to accommodate and attract more people to become FCC providers.

5. Meet with and discuss contracting childcare spaces off post.

6. Need to change status of children already in care to accommodate full time children.

PROGRESS:

April 1, 2004 – Child Development Center in the process of increasing spaces for children in infant through preschool programs. There will be an increase in spaces for children under 24 months that should reduce the number for this age group on the waiting list. Plan should be in place fully by May 1, 2004.

April 14, 2004 – Waiting list for under 24 months now reduced by half with opening of spaces in CDC.

May 1, 2004 – Waiting list now at a reasonable level. Waiting time for under 24 months has been reduced from 18 months to approximately 6 months.

June 17, 2004 – Have met last month with FCC about providers taking under 24 months. No change at this time. Average number still one or two per home. They will have a new Provider. Training in August, will discuss the need for infant homes with the group at that time.

July – Aug- FCC has marketed via flyers, advertisements, CAC and Scout attempting to recruit more FCC providers. FCC will conduct an evening FCC training in October 2004 at Murr with hopes of drawing more providers. If needed, Outreach will hold a STACC site for childcare for the evening classes.

September – October – Need to set up meeting with Command to discuss issue of children already in care.

November – FCC is getting more providers on staff however, still have 20 plus children less than 24 months of age needing care. Did not have meeting to discuss issue of children already in care.

STATUS: Closed - Monitor and make more recommendations as time progresses. Recommend meeting to discuss children already in care.

LEAD AGENCY: Child & Youth Services

SUPPORT AGENCY: DCA

**YOUTH SERVICES / EDUCATION
ISSUE # 04-01-02**

ISSUE: Flat Rate Childcare Fee

SCOPE: Childcare fee categories, which are based on total family annual income, vary 8-10 percent for the same childcare service. As of now, the differential between fee categories is unreasonable and inequitable. For example, a family with one child in the lowest category would pay \$105.00 fee increase if the annual income increased by \$1.00 pushing them into the next category. Childcare fees need to be recalculated to ensure equitable costs via a standardized percentage of total family income across all categories.

RECOMMENDATIONS:

1. Revise fee schedules based on standard percentage of actual Basic Allowance for Housing (BAH), Basic Allowance Subsistence (BAS) and Base Pay, not to exceed the current cap.
2. Maintain additional child discount as 10 percent.

REQUIRED ACTIONS: Forward to TRADOC Date:

STATUS: Comparable with DA Active Issue # 566

LEAD AGENCY: DA Headquarters
SUPPORT AGENCY:

**YOUTH SERVICES / EDUCATION
ISSUE # 04-01-03**

ISSUE: School Bus Safety

SCOPE: Children's safety is at risk while on school buses. Ongoing alleged illegal activities such as assault, theft and drug use cause an unsafe environment that negatively affects learning and quality of life. Parents, school districts and the Post are concerned about middle school and high school students' safety.

RECOMMENDATIONS:

1. Institute a Chaperone Program.
2. Install cameras on buses.
3. Inform parents and students of school bus policies and enforce consequences.

REQUIRED ACTIONS:

1. Meet with stakeholders immediately to determine plan of action.
2. Determine what issues are present on middle school buses.

MILESTONES:

1. March 11, 2004 – Meeting with Garrison stakeholders. A military police officer began riding bus #20 immediately. Briefed CG with plan of action. Letter from CG went out 15 March 2004 to all parents of high school riders and reaffirmed bus agreements. Youth Council will hear reports of misconduct with the possibility of families being removed from government quarters. Will coordinate with school district on efforts to ensure good behavior and safety. Discussed in Town Hall meeting, article in the Scout, CAC interview.
2. There have been no reports to MP's of alleged illegal activity on any buses that come on post. FHAS district has not been made aware of any such activities.
3. Chaperones on buses have legal limitations that are prohibitive.
4. SVPS district does not have the funds to put cameras in place.
5. High school bus behavior has drastically improved since MP on board. No incidents have been reported.

STATUS: Closed - Monitor until end of school year and for first 45 days of school year 2004/2005.

LEAD AGENCY: Child & Youth Services
SUPPORT AGENCY: Sierra Vista Public Schools, Fort Huachuca Schools.

**MEDICAL / DENTAL
ISSUE # 03-02-01 & 04-02-01**

ISSUE: Army Health Centers (AHC)

1st SCOPE: Army Health Centers cannot adequately support the emergency and full medical needs of the service members, family members and retirees at their installations resulting in insufficient care. An Army Health Center provides outpatient clinical and surgical services with limited specialty care. Reduced specialized care and off post physician accessibility results in inadequate services for the military family and retirees.

2nd SCOPE: AHC cannot adequately support the emergency and full medical needs of all components of the Total Army Family at their installations. The AHC provides limited outpatient clinical and surgical services and specialty care, which are not adequately supplemented by off installation health services in the immediate vicinity of the installation. To receive adequate care, members are required to travel excessive distances. This severely impacts quality of life, unit readiness and retention in a negative way.

RECOMMENDATIONS:

1. Establish fully functioning hospitals at each installation servicing a minimum of 20,000 Tricare enrolled members complete with emergency room to accommodate the service members, family members and retirees.
2. Establish fully functioning hospitals with emergency room and limited inpatient services at each installation servicing 26,000 Tricare enrolled members to accommodate the total military community, when adequate off post care is unavailable within 50 miles of the installation.
3. Send this issue to Medical Command.

REQUIRED ACTIONS:

1. Forward to TRADOC
Date:

TRADOC Position: Returned – Installation / area specific

2. Forward to MEDDAC

Date:

MEDDAC Position: 6 April 2004

The Fort Huachuca MEDDAC fully supports any outside effort to lobby for the necessary personnel and material resources to increase our scope of services. As the Medical SME made clear at the conference, MEDCOM has already allocated currently – available resources in the wisest fashion they know how. To make a hospital at Fort Huachuca become a reality will probably require the coordinated support of TRADOC, MEDCOM, IMA, Army Chief of Staff, Assistant Secretary of Defense of Health Affairs and perhaps even Congress. In other words, this issue needs to be raised as high as the AFAP process allows.

STATUS: See Issue #05.04.04

LEAD AGENCY: MEDDAC

SUPPORT AGENCY:

MEDICAL / DENTAL

ISSUE # 03-02-02

ISSUE: Pediatrics

SCOPE: Pediatric appointments are short and/or infrequent due to an insufficient number of pediatricians. Lack of appointment time often results in inadequate and incomplete care. This directly affects morale, welfare and Soldier/family readiness.

RECOMMENDATIONS:

1. Employ more full time or contracted Pediatricians that will serve as Primary Pediatric Care Physicians.
2. Increase appointment times for individual pediatric care.
3. Establish a separate pediatric clinic similar to a Troop Medical Clinic for ages 0-10 years of age.

REQUIRED ACTION: Forward to TRADOC

Date:

TRADOC Position: Returned – Installation Specific

STAUS: Combined. See Issue # 05.04.08

LEAD AGENCY: MEDDAC

SUPPORT AGENCY:

MEDICAL / DENTAL

ISSUE # 03-02-03

ISSUE: Exceptional Family Member Program

SCOPE: Medical treatment facilities have an insufficient number of Exceptional Family Member Program caseworkers. As a result, Soldiers are unable to receive appointments in a timely manner. Currently there is no mandated ratio of caseworkers to enrollees. This reduces opportunities to become enrolled, decreases quality of care of those enrolled and produces delays in processing orders. Soldiers are unable to report to their gaining unit in a timely manner, which affects mission readiness.

RECOMMENDATIONS:

1. Amend AR 608-75 to authorize each installation's military treatment facility Exceptional Family Member Program staff be assigned and/or employed based on a ratio of 1:400 Exceptional Family Member Program enrollees.
2. Establish an automated enrollment process via the internet, to include forms, points of contacts, available services and applicable regulation and policies.

REQUIRED ACTION: Forward to TRADOC

Date:

TRADOC Position: Returned – Installation specific. A web site is already available except for actual enrollment, which requires professional assessment.

STATUS: Combined. See Issue # 05.04.06

LEAD AGENCY: MEDDAC

SUPPORT AGENCY:

**MEDICAL / DENTAL
ISSUE # 04-02-02**

ISSUE: Exceptional Family Member Program (EFMP) Services

SCOPE: EFMP members are not receiving services they require in a timely manner. The Special Needs Advisor does not have to authority to coordinate all resources such as medical, housing, transportation, education and psychiatric services, resulting in a degraded quality of life, unit readiness and retention in the military community.

RECOMMENDATIONS:

1. Establish an EFMP team with one stop service that has the authority over all EFMP resources. (i.e. Medical, Housing, Transportation, Education and Psychiatric Services).
2. Appoint an EFMP representative at the Battalion level as a liaison between the EFMP member and the EFMP team.
3. Train unit EFMP representative IAW AR 608-75.

**REQUIRED ACTION: Forward to MEDDAC
Date:**

MEDDAC Position: April 6, 2004 – A single EFMP action requires the involvement of multiple organizations, including the unit, the garrison ACS EFMP coordinator, the MEDDAC EFMP point-of-contact and the advisors at the Regional Medical Command at Ft. Sam Houston. MEDDAC will be in a position to significantly influence parts of the DFMP process outside the MTF when given a charter to do so by one in a position of command authority. Therefore – **we agree** this issue should be raised to the individuals with oversight over the entire EFMP process. With respect to the MEDDAC – on 2 April 2004 the DCCS conducted a comprehensive focused review of MEDDAC EFMP procedures.

Preliminary conclusions: The EFMP process is appropriately staffed with individuals with more expertise and capability than most MEDDAC-level EFMP personnel. The EFMP coordinator says that they deliver prompt, friendly, effective service (I cannot validate this statement at this time). Their procedures are

comprehensive and effective. In fact the MEDDAC piece of the process was accredited with commendation last October. Therefore we believe that the cause of the community frustration with the process lies in a general lack of education about the process and in procedures that happen outside the MTF. We would like to get more feedback on the exact causes of frustration so that we can assist in improving all aspects of EFMP.

OTHER REQUIRED ACTIONS:

1. Present information to the May Senior Commander's luncheon attendees on 21 May 2004.
2. MOI or policy letter for Battalion level representatives to be designated.
3. Request training support from MEDAC, EFMP Coordinator, Special Needs Advisor.
4. Schedule training for battalion level representatives.

MILESTONES:

1. At the Senior Commander's luncheon the presentation would provide an explanation of EFMP AFAP issue #04.2.2 conference recommendations 2 and 3, the background of the issue and possible avenues to accomplish the goal of EFMP representation at battalion levels. Topics to be included in the EFMP Battalion Representative training agenda will be discussed.
2. The May Senior Commander's luncheon was rescheduled to 18 June 2004.
3. The Senior Commander's luncheon format is being changed and at this time does not include guest speakers.
4. A handout was provided that listed the issue as well as possible avenues to accomplish recommendations 2 and 3 at the September Round-Up.
5. A possible avenue to accomplish recommendation 2 is that the S1 at the battalion level becomes a liaison between the installation EFMP team and Soldiers who have a family member with a special need. The S1 has a more direct interaction with the Soldier and

could provide general information about the EFMP program as well as refer the Soldier to the specific EFMP team member who could provide assistance.

6. Recommendation #3 provides training to the battalion S1 that will include familiarity with regulatory guidance, the components of EFMP, timelines and process steps, privacy and confidentiality issues, and installation specific points of contact.

7. November 22, 2004 – Information was presented to the community at the September Round-Up about the proposal to train EFMP liaisons at the Battalion level. Awaiting further guidance from the Commander concerning the development of an MOI or policy letter for battalions.

STATUS: Combined See Issue # 05.04.06

LEAD AGENCY: Army Community Service / Exceptional Family Member Program

SUPPORT AGENCY: MEDDAC EFMP

MEDICAL / DENTAL ISSUE # 04-02-03

ISSUE: Respite Care

SCOPE: Respite Care funding for Active Duty families is not provided. Every Army Family may be confronted with the need to utilize Respite Care. Without funding, this valuable service cannot be provided, resulting in degraded unit readiness, retention in the military and overall quality of life.

RECOMMENDATIONS:

Establish funding at installation level and include Respite Care requirements in the Directorate of Moral, Welfare and Recreation budget.

REQUIRED ACTIONS:

1. Brief Garrison Commander.
2. Fund Respite Care.

MILESTONES:

1. The Garrison Commander supports the efforts to have Respite Care available.

2. Current IMA funding guidance is not going to allow this to happen in FY04. Renew efforts as we get into the FY05 budgeting sequence.

STATUS: Complete FY 04 See also 03-6.3

LEAD AGENCY: Garrison
SUPPORT AGENCY:

BENEFITS / ENTITLEMENTS ISSUE # 03-03-01

ISSUE: Childcare Costs for Active Duty.

SCOPE: An exorbitant cost of childcare creates undue financial hardships on military families decreasing Soldier/family readiness and well-being. Inability to absorb childcare costs contributes to the deterioration of the Total Army mission.

RECOMMENDATIONS:

Mandate funding to provide Basic Allowance for Childcare (BAC) for all active duty personnel based on number of children enrolled in Defense Eligibility and Enrollment Reporting System (DEERS).

PRIOR DISCUSSION:

VALIDATION: The Military Child Care Act requires that parent fees account for 50% of the total costs of the children care; taxpayer dollars account for the other 50%. This Public Law 104-106 sec. 1504 dated February 1996 mandates that "regulations shall be uniform for the military departments and shall require that, in the case of children who attend the centers on a regular basis, the fees shall be based on family income." The Department of Defense website answers the question of whether Department of Defense childcare is an entitlement. "Department of Defense child care is not an entitlement. However, childcare is considered an important work force issue and thus a priority for meeting the needs of military families. The active duty members are parents to 1.2 million children. Generally, military parents are young, often far from home and without the support of families and neighbors. Childcare for infants and toddlers is hard to find

and expensive. Because approximately 60 percent of military spouses are in the work force, quality and affordable childcare is an economic necessity and quality of life issue for military families. By providing childcare, the Department of Defense helps military families balance the competing demand of family and service, accomplish the military mission and improve the economic viability of military families.” Child care is a work related expense and parents are responsible for the costs of child care. The good news for military families is that Congress has agreed to subsidize from 30% to 80% of childcare expenses for families using military childcare. Changing the public law requires an act of Congress.

COST BENEFIT: Mandating Congress to change Public Law 104-116 sec. 1504 dated February 1996 will increase the appropriated fund cost for child care by 50 %.

REQUIRED ACTION: Forward to TRADOC
Date:

TRADOC Position: Returned

Proposed entitlement is based on number of children. Responsibility for family size lies with the Soldier, not the taxpayer.

STATUS: Closed FY03

LEAD AGENCY:
SUPPORT AGENCY:

BENEFITS / ENTITLEMENTS
ISSUE # 03-03-02

ISSUE: Government Travel Card Billing Process

SCOPE: The government travel care billing cycle does not allow official travelers to receive travel reimbursement prior to statement due date. This situation creates undue financial and emotional hardships and long-term impacts such as negative credit reporting.

RECOMMENDATIONS:

1. Mandate a process whereby the traveler is not billed for government travel care expenses until final travel reimbursement is received.

2. Require Defense Finance and Accounting Service (DFAS) to notify travel care contractor that final payment of travel reimbursement has been issued to traveler.

PRIOR DISCUSSION:

VALIDATION: The Travel Card Program is manager for Department of Defense (DOD) by the Defense Finance and Accounting Service (DFAS), Headquarters, Travel and Services Directorate, (DFAS-HQ/FMT) located in Crystal Mall Number 3 Room 401, 1931 Jefferson Davis Highway, Arlington, VA 22240-5291.

The DOD Tailored Task Order for travel contractually managed and administered on behalf of the DOD by the Acquisitions Support Organization (DFAX-HQ/ASSO), Defense Finance and Accounting Service, Headquarters, located in Crystal Plaza Number 6, Room 500 c/o DFAS 1931 Clark Street, Arlington, VA 22240-5280.

Base contract supply and/or services required are specified in the General Services Administration's (GSA) Master Contract. The GAS Travel Contract Number is GS-23F-98004, with Bank of America. The DoD Tailored Task Order is: DoD 9700-0001 with Bank of America. Any changes to the contract are handled at the upper level through the Travel Card Program Manager.

DOD Component Program Managers (CPM) that is authorized users of the Tailored Task Order, may not change the terms and conditions of the Tailored Task Order (or the GSA Master Contract.) Only the DFAS Contracting Officer may issue modifications against the DOD Tailored Task Order.

The set-up of the Organizational Structure is that all concerns related to the government travel care program must first flow through the CPM and the Major Army command (MACOM) before elevating up through the higher levels. For this issue, the information requested will be forwarded to: CPM Karen A. Wilson, HQ TRADOC, DCSRM, FAD 5 North Gate Road, Suite F, Fort Monroe, VA 23651. She may be reached via telephone at (757) 788-4223; DSN 680-4223 or through e-mail: wilsonk1@monroe.army.mil.

There is a process in the DOD financial Management Regulation, when the traveler

encounter issues with late receipt of reimbursements, and late government travel card payments due to no fault of their own.

MAY 29, 2003 TO JULY 11, 2003 – In accordance with DOD FMR, Volume 9, Chapter 3, subparagraph 0300901.A, Department of the Army (DA), DFAS, and Bank of America (BoFA), have entered into an agreement to defer late fees and suspensions of account for 45 days, while DFAS catches up on some backlog of submitted vouchers.

1. DFAS-Indianapolis (IN) is experiencing workload that exceeds current capability due to continued mobilizations along with demobilizations and redeployments. Delay in voucher processing is currently impacting only mobilized Army National Guard and Army Reserve. DFAS-IN expects to overcome the backlog by late June 2003.

2. Cardholder accounts (meeting the criteria) have been marked as Mission Critical by Bank of America to relieve cardholders of the stress of card suspensions and late fees due to late reimbursements from DFAS. This also eases the concern of negative credit ratings. BoFA reports delinquent accounts to credit bureaus at 210 days past billing when the account is charged off.

SOURCE: [Under Secretary of Defense, Washington, DC 20301-1100] May 7, 2002 (Memorandum) **SUBJECT: Implementation of Changes to Policy in the Department of Defense Financial Management Regulation (DoDFMR) Related to Mission Critical Travelers.** Web-site: www.asafm.army.mil

Mission Critical Travel: Mission critical travel is defined as travel performed by DoD personnel under competent orders and performing duty that, through no fault of their own, is reasonably expected to preclude the prompt payment of their outstanding travel charge card bills.

In this regard, travelers shall be placed in this category only if they are expected to be unable to file travel claims through any means, including electronically or through facsimile and to be unable to maintain timely travel card payments through split disbursement or other customary arrangements that members make to pay their bills during periods of absence.

Travel orders or amended orders shall specify the period during which the mission critical travel category applies.

An Agency Program Coordinator (APC) or Component Program Manager (CPM) shall designate individuals as being in the mission critical travel category on a case-by-case basis and only with the prior approval of the traveler's supervisor. The APC shall notify the travel card contractor when a cardholder is in the mission critical travel category. While in this category, individual travel charge cards shall not be suspended or cancelled. Should there be outstanding bills, they shall be settled within 45 days of removal from the mission critical travel category.

Late fees of delinquent payments involving the government-sponsored, contractor-issued, travel charge card shall be reimbursed only for those personnel who provided a statement either in the remarks section of the travel voucher or a separate statement, signed by the traveler and the traveler's supervisor, demonstrating that the underlying travel expenses triggering the late fees were incurred while the traveler was in the mission critical travel category and that the traveler actually was unable to file a claim and pay the bill during the time of the delinquency because of the specific circumstances of the travel directed by the Department and through no fault of his or her own.

The Under Secretary of Defense requested the Per Diem, Travel and Transportation Allowance Committee to amend the Joint Federal travel Regulation/Joint Travel Regulations consistent with this revision.

June 9, 2003 Karen Wilson, CPM TRADOC. Monthly teleconference notes from the MACOM's with DQDA and Bank of America last Wednesday, June 4, 2003. Bank of America has agreed to defer constant demands and cancellation of cards.

1. Bank of America will suspend call to individual National Guard and Reserve members for 75 days past the billing date.

2. B of A has also agreed to suspend canceling card for National Guard and Reserve members for 90 days past the billing date.

3. DFAS will work these suspensions with B of A for mobilized Nation Guard and Reserve Soldiers.

4. The B of A suspensions are currently planned to last through September 20, 2004.

COST BENEFIT: This information will have to flow through several government agencies to determine the cost. The General Accounting Office audits the Army Travel Card Program and could be one of the sources for cost information.

Karen Wilson is the first POC who will receive and review this request before it's elevated at the higher levels requesting further guidance.

REQUIRED ACTIONS:

1. Inform TRADOC of AFAP concern.
2. TRADOC to submit AFAP concern to higher level
3. Await TRADOC response to AFAP Issue #03.3.2

MILESTONES: To be completed by:

1. 4th Qtr FY03
2. 4th Qtr Fy03
3. 4 Qtr FY 03

ACTION: Forwarded to TRADOC
Date:

TRADOC Position: Returned

Policy is in place to split disbursement with travel Card Company and individuals.

STATUS: Closed FY03

LEAD AGENCY:
SUPPORT AGENCY:

BENEFITS / ENTITLEMENTS
ISSUE # 03-03-03

ISSUE: Eligibility Criteria for Family Subsistence Program (FSSA)

SCOPE: FSSA is a program for military members to be used in lieu of or in conjunction with the United States Department of Agriculture (USDA) Food Stamp Program. However, the income threshold to qualify for FSSA is set too low. The families who need this financial assistance do not qualify for the program. The criteria used to determine military gross income do not accurately assess the family's needs.

RECOMMENDATIONS:

Amend Section 402A, Title 37, US Code to:

Remove all entitlements other than Base Pay, from the determining criteria for eligibility.

Increase the Program Threshold Level from 130% to 155% of the poverty line as defined by the USDA.

REQUIRED ACTIONS: Forward to TRADOC
Date:

TRADOC Position: Returned

Federal laws require inclusion of entitlements for all recipients of USDA defined programs.

STATUS: Closed FY03

LEAD AGENCY:
SUPPORT AGENCY:

BENEFITS / ENTITLEMENTS
ISSUE # 04-03-01

ISSUE: Chargeable Military Leave

SCOPE: Currently, military members while on leave are charged for non-duty days, which include weekends and federal holidays. However, Department of Army civilians use their earned leave only toward missed workdays, not weekends or federal holidays. This policy negatively affects retention rates because it lowers morale by forcing Soldiers to lose earned leave.

RECOMMENDATIONS:

Change AR 600-8-10, Chapters 4 and 12 to make non-duty days exempt from chargeable leave.

REQUIRED ACTION: Forward to TRADOC
Date:

TRADOC Position:

STATUS: Undetermined FY04

LEAD AGENCY:
SUPPORT AGENCY:

BENEFITS / ENTITLEMENTS
ISSUE # 04-03-02

ISSUE: Chargeable Emergency Leave

SCOPE: Under current policy, emergency leave is deducted from accrued leave. This has a negative effect on emotionally distressed Soldiers, forcing them to withdraw leave time, usually for trips and activities, to deal with the death or illness of a loved one.

RECOMMENDATIONS:

Change AR600-8-10 to make emergency leave day exempt from chargeable leave.

REQUIRED ACTIONS: Forward to TRADOC
Date:

TRADOC Position:

STATUS: Undetermined FY04

LEAD AGENCY:
SUPPORT AGENCY:

BENEFITS / ENTITLEMENTS
ISSUE # 04-03-03

ISSUE: Permissive Temporary Duty for House Hunting

SCOPE: By current policy, ten (10) days of Permissive Temporary Duty is authorized for Soldiers. It will, however, be terminated earlier with the signing of a lease or rental agreement. This does not allow time to move in, activate utilities, enroll children in school, and fully establish a household. This forces the Soldiers to take time away from the Mission of the Army to accomplish household setup.

RECOMMENDATIONS:

Change AR 600-8-10 to allow the full ten days of Permissive Temporary Duty for household setup.

REQUIRED ACTIONS: Forward to TRADOC
Date:

TRADOC Position:

STATUS: Undetermined FY04

LEAD AGENCY:
SUPPORT AGENCY:

HOUSING / TRANSPORTATION
ISSUE # 03-04-01

ISSUE: Quarters Cleaning

SCOPE: According to Army Regulation 210-50 section 718: "The Government will not be a part to any contract agreement between resident and contractor." Because of above regulation, resident are forced to negotiate with cleaning crews charging unreasonably high fees. This causes occupants' added stress and exorbitant costs.

RECOMMENDATIONS:

Revise Army Regulation 210-50 Section 7-18 to allow government intervention in contract negotiation between residents and cleaning contractors. This will establish reasonable fees and reduce financial hardship.

PRIOR DISCUSSION:

VALIDATION: It is a fact that the housing office has no authority to intervene in contract negotiations between residents and cleaning contractors. It is also a fact that residents are not forced to use cleaning contractors to clear their quarters. That is and always has been an alternative to the requirement that the resident leave the quarters in a condition suitable for immediate occupancy by the next family. It is offered as a convenience and is a personal choice. This issue is of common concern to Soldiers at all military installations. The Department of the Army's position is that the private sector is normally relied on as the primary source of housing. In the private

sector, security and/or cleaning deposits are routinely required. Those residents that comply with the cleaning requirements have their deposit returned, those that don't comply forfeit. In government owned quarters, cleaning to the standards outline in AR 210-50 is a condition of occupancy. The government does not dictate who will accomplish this cleaning or what it will cost; therefore, giving the resident maximum opportunity to negotiate a fair price should they decide not to choose the self-clean option.

COST BENEFIT: Two years ago, following a related AFAP suggestion, Issue #02.4.1, housing surveyed TRADOC and FORSCOM installation housing offices to determine if Ft. Huachuca's cleaning teams were higher than average. Their prices were comparable to or lower than most installations surveyed for all bedroom categories. In all cases, local cleaning teams based their charges on size and condition of quarters as well as demand. Unfortunately, all too often Soldiers wait too long to make necessary arrangements and leave themselves little recourse in their negotiations.

During the survey, we discovered that Fort Campbell was using AAFES as their approved cleaning contractor (residents were required to make their arrangements through the PX.) Following the survey, housing management approached both our local AAFES General Manager and our MWR Manager to determine if they were interested in taking on the business of quarters cleaning. After much research, they both responded that they were not interested. In both cases the costs they would have to charge the residents to realize a return on investment were greater than our Mom and Pop cleaning teams currently charge. The primary reason for that was an established labor rate, additional personnel requirements, along with management and oversight costs. As a last resort, we contacted the Allstar Maintenance Team. They also provided us with a cost proposal that exceeded current rates. Our conclusion was that intervention by any third party would only increase rates for our Soldiers.

REQUIRED ACTIONS:

1. Forward to TRADOC
2. Make local determination for implementation.

MILESTONES:

1. Returned from TRADOC – Local Issue
2. Determined that although the recommendation may be implemented, it is unlikely to produce the desired effect of reducing cleaning costs.

STATUS: Undetermined FY04

LEAD AGENCY:
SUPPORT AGENCY:

HOUSING / TRANSPORTATION ISSUE# 03-04-02

ISSUE: Availability of Modified Housing

SCOPE: Handicapped accessible housing units need to be left available for occupants who require them. Non-availability of modified housing creates additional hardship on special needs families. When no modified housing is available, AR 210-50 Table B-1 revised 1 October 2001 authorizes \$20,000 per unit to modify an existing home. While this regulation allows for modification, it imposes additional costs and waiting periods for these families that could be avoided.

RECOMMENDATIONS:

1. Remove modified housing from the general inventory for 6 months, leaving these houses available to those who need them.
2. Offset the loss of basic housing allowance with the money already allocated for modified housing units.

VALIDATION: Removal of modified housing from the general inventory for a period of 6 months, or for any period of time, is policy that can be implemented by the housing office after approval of the Garrison Commander. The Fort Huachuca housing office always holds available accessible units for families with special needs when they have advanced notice of the family's arrival.

There are occasions when we receive advanced notice and have no houses available modified or otherwise. When families with special needs arrive announced or

unannounced, they are assigned to the first available set of quarters in the same manner as all other Soldiers. Their priority of assignments is determined based on their eligibility date, which is identical to Soldiers without special needs requirements.

The available quarters are modified to meet that family's specific accessibility requirement, usually on a priority basis, depending on the urgency expressed by the family, on the recommendation of competent medical authority and whether or not the requested modification meets federal accessibility guidelines. Although there are no regulatory provisions for priority assignment for special needs families, the housing office works closely with the Garrison Commander ensuring exceptions to the housing assignment policy are approved when appropriate.

The only time additional hardships or costs might be experienced by families of special needs is when no housing is available modified or not modified. These are the same hardships experienced by many military families as they move from assignment to assignment. As we continue to draw down our housing inventory, competition for available resources is expected to increase. Leaving a modified house vacant for six months in anticipation of a possible requirement will surely become an issue for the families on the waiting list. This is especially significant since we have the authority to make necessary modifications without special approval.

Although we have the authority to spend up to \$20,000 per dwelling for modifications, in the last 5 years the most expensive modification in FY01 totaled \$16.7 and included the largest ramp we have ever built for one of our historic units. Typically we modify an average of 3 houses per year and the average cost was 2.5K per unit. A typical modification includes handrails, grab bars, ramps and occasionally widening of doorways. The average annual cost of modifications is 7.5K.

COST BENEFIT: The cost benefit of this recommendation from the Soldier's point of view cannot be measured. The recommendations that the loss of basic housing allowance, which is the basis for our next year funding, could be offset with money allocated for modifying housing units is not valid. There

is no separate funding for modifying housing units for the purpose of accessibility. Housing funds come to the installation as one allocation that is expected to cover the total costs of operation and maintenance including modifications.

In order to be prepared for all Soldier families with special needs, we would be required to hold a minimum of 10 houses out of the inventory, a three and four bedroom unit in each grade category. Calculating the average BAH rate for each grade category, times 6, the potential loss of income, thus operating funds, totals \$9.5K per month or \$57.2K for six months. Holding houses vacant for just one month is a loss of income greater than the annual average cost of modifications. Holding 10 houses from the inventory would have a significant financial impact on other Soldier's families waiting for quarters.

STATUS: Closed as Unattainable with no time period required FY03

LEAD AGENCY:
SUPPORT AGENCY:

HOUSING / TRANSPORTATION

ISSUE # 03-04-03

ISSUE: Implementation of Mayoral Program at Fort Huachuca

SCOPE: Soldiers and family members need a forum that fosters communication between housing occupants and those who can improve their quality of life. Currently, the lack of communications leads to residents who feel disconnected from their community, as there is no formal channel that advocates a stronger sense of unity.

RECOMMENDATIONS:

Implement the Mayoral model submitted to Garrison command in October 2002.

REQUIRED ACTIONS:

1. Inform Garrison of the AFAP concern.
2. Modify Model Program for use at FTH.
3. Find volunteers to serve as Mayors.

MILESTONES:

1. Completed 2nd quarter FY03
2. Completed 30 April 2003
3. Partially Completed

PROGRESS:

1. Garrison Commander is aware of the desire to establish a Mayoral Program on FTH. We now have two volunteers and have located two spaces to use as offices. Garrison Command has modified the model program submitted on October 2002 and is ready to implement when volunteer Mayors are available.
2. Since this is a completely unfounded program, the dollar cost of any initiatives the program provides will have to be kept to a minimum. Creativity and volunteerism will be key in making the program successful. We are still looking for at least one more office space.
3. ACS is almost ready to implement the program.
4. Program should be launched within the next 30-45 days.
5. Program is up and running. Unit sponsors must continue to embrace the program to ensure its success.

STATUS: Close issue, implementation has been complete. Continue to monitor progress.

LEAD AGENCY: Garrison CSM
SUPPORT AGENCY: ACS

**HOUSING / TRANSPORTATION
ISSUE # 04-04-01**

ISSUE: Pre-Termination Inspections to Clear Housing

SCOPE: Due to the lack of mandatory on-site pre-inspections prior to cleaning, families are presented with items for repair or corrections that were not covered in the pre-termination briefing / counseling. This causes delays in clearing quarters, costly additional re-inspections, delays to quarter turn-around and

an inconvenience to the service member and family. Specific guidance on items that need maintenance or repair identified at the on-site pre-inspections will afford the service member time to adequately address these deficiencies. To assure a consistent and fair process, the same agent giving the on-site pre-inspection should complete the final inspection.

RECOMMENDATIONS:

1. Provide sufficient funding to implement mandatory pre-inspections.
2. Establish continuity by having the same agent perform pre-inspection and final inspection.

REQUIRED ACTIONS:

Establish continuity by having the same agent perform pre-inspection and final inspection.

MILESTONES:

1. Family housing funding is congressionally approved under a separate appropriation, which is allocated to the installations based on number of housing units and occupancy rates. **Requesting additional funding is not an option.** In fact, housing funding continues to decrease as more installations are added to the privatization list. In order to increase staffing at Ft. Huachuca, we would have to fund that cost from existing allocations, which would result in decreased maintenance or cancellation of proposed improvement projects. Housing agents currently conduct an average of 480 inspections each month. 240 of these are termination inspections. Adding a mandatory pre-inspection would increase the inspections to a total of 720. In past years when pre-terminations were mandatory, high volume turnover months such as May-September and December resulted in very long waits to have inspections scheduled. This increased waiting periods, increased stress on the SOLDIER and their families as their departure dates approached.

2. In addition to the verbal and written instructions for cleaning and self-help requirements, housing provides classes three times per week in a set of vacant quarters to give hands on advice and guidance on what is expected at the termination inspection. This class covers all aspects of the final inspection

and identifies potential damages that would be considered beyond fair wear and tear. Additionally, a checklist is being used by the housing agents to insure that they cover all areas of responsibility at the desk side pre-termination briefing. The resident and agent initial this checklist and a copy is maintained in the termination file. Agents have been instructed to offer a special pre-termination inspection in the occupant's home if they feel unsure or uncomfortable with any aspect of the clearing process, potential charges for damages, guidance on repair techniques or determination of fair wear and tear.

3. Housing management has been requiring agents to provide occupants with a customer satisfaction survey following the termination inspection. These surveys allow the occupant to rate the quality of the information provided at the pre-termination briefing, the inspection process in the home, the overall service provided by the agent and how we compare with quarter-clearing experiences at other installations. We also ask if they performed a self-clean, hired a cleaning team and if they attended the pre-termination class. The surveys are reviewed by management and feedback is provided to the Director of Installation support and the Command through quarterly performance reviews. Data collected during a six-month period indicates a rating of 4.5 out of a possible 5 points, which is between "very good" and "outstanding".

STATUS: Based on customer satisfaction surveys, problems with occupants clearing are isolated incidents. Recommend we continue the practice of conducting desk side pre-termination briefings with an offer of a courtesy pre-inspection at the occupants' request.

Further recommend we close this issue.
FY04

LEAD AGENCY: DIS

SUPPORT AGENCY: Housing Division

HOUSING / TRANSPORTATION

ISSUE # 04-04-02

ISSUE: Fences for Government Quarters

SCOPE: Currently there are numerous houses that do not have fences. Housing supplies fencing materials from houses that are being

demolished, but this supply is insufficient to meet occupants' demands for fencing. Lack of fencing is a safety, liability, and privacy issue for all service members and their families. Soldiers who wish to provide security for their families by adding a fence must do so at partial or full expense. Providing a safety barrier will improve the quality of life for service members and their families and improve living quarters.

RECOMMENDATIONS:

1. Provide fencing material through self-help at no cost to service members.
2. Incorporate fences in future housing structures.

REQUIRED ACTIONS:

Research AR 210-50 Housing Management, Chapter 7, paragraph 7-22b.

MILESTONES:

1. AR 210-50 specifically prohibits use of housing operations and maintenance funding for perimeter fencing. Self-help supplies and equipment are purchased with these funds; therefore fence materials cannot be purchased and issued through the self-help store without a change to the regulation or an exception to policy. If we should be successful in either a change to the regulation or an exception, the increased cost of these materials would have to be borne within our existing, limited budget, consequently resulting in reduced maintenance or cancellation of proposed improvement projects.

2. The housing office has already incorporated perimeter fencing for individual housing units into the next construction project (FY04, 220 JNCO units, Miles Manor) and will continue to do so in all future construction projects. These construction projects are funded with military construction dollars, separate from operation and maintenance funds. The housing office will go forward to ACSIM for approval to use operations and maintenance funds to install fencing in existing housing units, not scheduled for demolition, as an improvement project. It has been our experience that fencing that is not professionally installed can be inferior and varies in height, materials and quality. It we are successful in gaining approval, areas requiring fencing will be estimated and prioritized based

on availability of funds. In the interim, we will continue to re-issue materials salvaged from houses that are scheduled for demolition and provide them to interested occupants on a first come basis.

3. 16 Jun 2004: Housing Management contacted IMA (SWRO) to inquire about the possibility of an approval for exception to policy to use incidental improvement funds to install perimeter fencing in approximately 250 housing units. We were discouraged from going forward with a request to install fencing, contrary to AR 210-50, when name installations were not even in a position to fully fund routine maintenance requirements. We were further advised that if our decision were to go forward despite the funding situation, a formal letter from the Garrison Commander would be required. The letter should outline the estimated cost and appropriate justification.

4. Subsequently, in an informal discussion with ACSIM housing personnel, we once again decided to open a hypothetical discussion of an exception to AR210-50. We were advised that FY04, AFH funding was being pulled at all levels to offset foreign currency deficits. Any request to use AFH for other than authorized maintenance could be viewed as frivolous and funds could potentially be pulled.

5. There were two separate opinions regarding this issue. The bureaucratic response was, wait for RCI and include fences as part of your community development plan. The opinion was, this is the right thing to do but suggests you wait until FY05 and see how the budget shakes out.

6. **20 October 2004** – In future MILCON projects we will include perimeter fencing if it is affordable within the program amounts for the individual projects. AR210-50, chapter 7 paragraphs 7-22b specifically prohibits the use of housing operations and maintenance fund for perimeter fencing. Therefore, AFH funds cannot be used to purchase fence material for self-help without a waiver to the regulation or an exception to policy. To maintain the neighborhood aesthetics, we would need to develop a scope of work in accordance with a design standard. To accomplish this, AFH funds will be expended to prepare a scope of work, and to supervise and administer this

contract, which would be in violation of the regulatory prohibition.

STATUS: Recommend that this issue be put on hold until the FY05 AFH budget is announced and depending on funding level, draft a letter for the Garrison Commanders signature which requests exception to policy to use incidental improvement funds for perimeter fencing, subject to availability of funds.

November 2004 – Recommend that this issue be **closed and deemed unattainable due to lack of funding.**

LEAD AGENCY: DIS

SUPPORT AGENCY: Housing Division

SOLDIER SUPPORT ISSUE #03-05-01

ISSUE: Article 15 of the UCMJ

SCOPE: Forfeiture and detention of pay under Uniformed Code of Military Justice, Article 15 creates hardship on Soldiers and their families' abilities to meet financial responsibilities. For example, if the Soldier is unable to meet their financial obligations (bills) or family obligations (groceries) it could result in bounced checks. This would cause yet another Article 15 which is an obvious "stacking effect" and is ineffective punishment. The Article 15, without these rights, would still be powerful enough a tool to implement punishment, and would effectively reduce the chance of causing future infractions.

RECOMMENDATION:

Eliminate forfeiture and detention of pay under Article 15 of the UCMJ. Confinement, reduction in pay grade, extra duties, and restriction remain unchanged.

VALIDATION: Article 15, UCMJ, has been used by Army commanders to maintain good order and discipline since the inception of the UCMJ in 1951. Article 15 allows commanders to punish minor infractions of Soldiers without resorting to formal courts-martial (and thereby ending the Soldiers careers). If the commander is a company grade officer, he or she may administer the following punishments in an Article 15 proceeding: confinement for up to 7 days; forfeiture of up to 7 days' pay; reduction

of one pay grade for E-4 and below; up to 14 days of extra duty; up to 14 days of restriction to certain specified limits; and detention of up to 14 days' pay. If the commander is a major or above, he or she may impose the following punishments in an Article 15 proceeding: confinement for up to 30 days; forfeiture of up to ½ month's pay for up to 2 months; reduction to E-1 (for E-4 and below) or reduction of up to 2 pay grades (if the officer has promotion authority for the Soldier); up to 45 days of extra duty; up to 60 days of restriction to certain specified limits; and detention of up to ½ month's pay for up to 3 months.

A Soldier may well undergo financial hardship due to loss of pay under an Article 15 proceeding, just as a Soldier would if sentenced to forfeit pay in a court-martial. Such a hardship is inherently punitive. Since the intent of an Article 15 proceeding is to punish a Soldier for misconduct, removing the flexibility of a commander to impose forfeitures or detention of pay would drastically limit that commander's ability to maintain good order and discipline without having to resort to a court-martial. If a Soldier feels that he/she will suffer undue hardship due to forfeiture or detention of pay, the Soldier may present evidence of such hardship to the commander as a mitigating circumstance for the commander to consider. The Soldier may also appeal an Article 15 to the next superior authority in the Soldier's chain of command, or the Soldier may refuse Article 15 punishment and demand a trial by court-martial.

COST BENEFIT: None

STATUS: Unattainable FY03

LEAD AGENCY:

SUPPORT AGENCY:

**SOLDIER SUPPORT
ISSUE #03-05-02**

ISSUE: Child Care Availability

SCOPE: Training and unit mission time is being lost due to conflicting parental responsibilities and unit requirements. Childcare availability is insufficient to support the Army's mission.

RECOMMENDATIONS:

1. Provide subsidy programs (grants) for FCC to increase childcare availability.

2. Advertise FCC programs and subsidy programs within the community.

PROGRESS:

1. The Garrison Commander has approved and funded \$20,000 for Family Child Care subsidies. The FCC Office is working with FCC providers to allocate that money.

2. The FCC Office has increased the number of provider's and homes available on Ft. Huachuca. They continue to try new ideas to increase the number of homes available to Ft. Huachuca families.

FACTS:

All items are currently active and in the working stages. When the Child & Youth Services budget for FY04 is finalized and funded then we will know the status of the FCC subsidies for next year.

STATUS: Complete FY03

LEAD AGENCY:

SUPPORT AGENCY:

**SOLDIER SUPPORT
ISSUE #03-05-03**

ISSUE: Leave Policy

SCOPE: Soldiers are charged leave for non-duty days. This negatively affects retention and morale. If a Soldier takes leave typically 1/3 of those days are non-duty days. Several of these days are also used for travel, which needs to be taken into consideration.

RECOMMENDATIONS:

1. Amend Army Regulation 600-8-10 to require that, at the company level, the Commander will determine which days are non-chargeable leave on DA Form 31 and he/she will ensure this is correct before signing off on the leave form.

2. Authorize travel time within Joint Federal Travel Regulation and Army Regulation 600-8-

10 for all leave not just Permanent Change of Station leave.

REQUIRED ACTIONS: Forward to TRADOC

Date:

TRADOC Position: Returned

Research – US Code Title 10 and 37 govern leave for members of the Armed Forces.

STATUS: Complete FY03

LEAD AGENCY:

SUPPORT AGENCY:

**SOLDIER SUPPORT
ISSUE # 04-05-01**

ISSUE: Financial Responsibility Training and Counseling

SCOPE: Army Regulation 600-8-101, Personnel Processing (in-, Out-, Soldier Readiness, Mobilization, and Deployment Processing), covers mandatory processing requirements but does not address financial responsibility training and counseling. Due to an inadequate level of financial responsibility training/counseling conducted prior to movement, Soldiers deploying, Permanent Change of Station (PCS) to unaccompanied tour, or going on extended Temporary Duty (TDY) are either not providing adequate financial support to their families, or are not meeting their financial obligations. This affects unit operational readiness, team level effectiveness, rear detachment operations, and Soldier/family morale.

RECOMMENDATIONS:

Implement a Financial Worksheet as part of in-processing, out-processing, pre-deployment, and post-deployment to identify Soldier's financial obligations.

REQUIRED ACTIONS:

1. Include a Financial Worksheet with In-processing packet. Also include an addendum/promissory note detailing how and in what amount family support will be provided.
2. Meet with In and Out-Processing to establish guidelines for implementation.

3. Meet with JAG to discuss legalities and IG to discuss enforcement.

MILESTONES:

1. Active
2. Complete
3. Active

PROGRESS:

A.G. Henderson spoke with In and Out Processing. She will be meeting with their office after discussing with JAG and IG.

22 NOV 04: Waiting on response from JAG

6 DEC 04: We can give the Soldier financial responsibility information however, we legally cannot make a Soldier sign a promissory note binding them to giving financial support to families.

COL Hunter: When the information is in the In-Processing packet then the issue will be closed.

STATUS: Complete FY04

LEAD AGENCY: Army Community Service

SUPPORT AGENCY: Consumer Affairs

**SOLDIER SUPPORT
ISSUE # 04-05-02**

ISSUE: Scheduled Family Services, Programs and Classes

SCOPE: Most Army community Services (ACS) and Installation Soldier and/or family members support services, programs, and classes are only available during the duty day. Due to the Soldiers work schedules they are unable to attend programs or classes such as Parent University, Budgeting, or Tax Preparation service. Soldiers and/or family members miss out on these important educational tools and community building events.

RECOMMENDATIONS:

1. Change Army community Services (ACS) and Installation family and educational program

and classes to accommodate after duty/weekend programs.

2. Ensure that the modified schedule is widely disseminated and advertised to include the Huachuca Scout and the Commander's Access Channel.

REQUIRE ACTIONS:

1. Establish a need for evening and weekend classes.
2. Market existing and weekend classes.
3. Change in work schedule and availability of ACS Program Managers.

MILESTONES:

1. Completed
2. On-going
3. To be developed

PROGRESS:

1. Provided a Needs Assessment Survey to client/customers on their preferences of evening/weekend classes.
2. Surveyed ACS Program Managers for classes offered during the evenings and on weekends.
3. Monitored classes provided during the evenings and weekends of participants.
4. Marketing is done currently in the Huachuca Scout, Commanders Access Channel, Flyers, Marquees, Round-Up, Corral, and the Sierra Vista Herald.
5. Needs Assessment Survey was provided, 44 responses were returned. 25 classes were listed, focus on evening and weekend, of those listed the range was from 1-8 interests. Those classes for which 5 or more individuals express interest were: Preparing to Move/PCS (currently offered), Parenting Skills, Stress Management (currently offered), How to use your Resumix (currently offered), Revive you Resume (currently offered)

6. Parent University classes were marketed widely and the classes were offered during the evening hours Monday-Thursday for the duration of two weeks. The following classes are also offered during the evening: Budget and Financial Supplemental Sustenance Allowance, Child Abuse Identification and Reporting, New Parent Support, Smooth Move, Orientation to Korea/Germany and Army Family Team Building.

STATUS: Complete FY04

LEAD AGENCY: DMWR
SUPPORT AGENCY: ACS

**SOLDIER SUPPORT
ISSUE # 04-05-03**

ISSUE: Barracks Security Barriers

SCOPE: The ineffective barriers surrounding the barracks placement forces Soldiers to park in distant, unlit, and unauthorized areas around the barracks. This impacts the safety of Soldiers, civilians and family members who have business there.

RECOMMENDATIONS:

1. Review current policies regarding barriers around barracks.
2. Remove the ineffective barriers or provide adequate, safe alternate parking.

PROGRESS:

1. A review of current regulations and guidance regarding the protection of barracks or other inhabited facilities is standard procedure for the Force Protection Working Group. The group meets on 14 April 04 and this issue will be discussed in detail. The FPWG is an Installation wide committee and has representation from all major partners, activities, and directorates. The committee makes recommendations to the Commander for the protective measures needed for the installation as a whole.
2. The protection and safety of personnel and facilities is our number one concern. The current threat for CONUS is assessed at moderate; as such out concern is, have we

provided adequate protection and as much convenience to our customers as possible?

3. This office continues to evaluate out protection needs daily. Each project receives scrutiny from the FPWG and approval from the Commander prior to submission. Whenever parking is eliminated due to standoff, alternative parking is built into the project, which is safe, well lit and adequate. All projects cannot be complete at once and temporary fixes to the parking issues are always sought.

4. **September** – No Changes

Currently, additional permanent parking is being constructed for Riley Barracks, Thunderbird Village and Prosser Village. Thunderbird Village parking will add an additional 76 spaces. Riley Barracks parking will increase approximately 50 spaces and Prosser will have 40 spaces. The committee agreed that temporary standoff barriers would remain in place until the projects are complete. A review of the Commander's guidance and IAW DODI 2000.16, DODO 2000.12H, DA regulations and UFC standards this office will continue to monitor barriers and standoff for compliance.

STATUS: Complete FY04

LEAD AGENCY: DPTMS

SUPPORT AGENCY:

FAMILY SERVICES

ISSUE: #03-06-01

ISSUE: Hourly Childcare

SCOPE: Insufficient hourly care available on Fort Huachuca with short-term notice prevents spouses from utilizing health care facilities, volunteer opportunities, adult education, and other daily tasks. Currently all 54 hourly slots are available for reservation the third Monday of the month for the entire next month. Average call in volume on this day is 200 and all slots are filled within 2-3 hours. 75 calls regarding hourly care are logged daily. The lack of hourly slots is made worse by those reserving several slots in advance and then not using them.

RECOMMENDATION:

1. Modify pre-registration policy pursuant to AR 608-10 Section 5-2-b-2 to hold open a portion

of hourly slots for intermittent, short-term notice, childcare.

2. Open Youth Services building for hourly care.

3. Penalize hourly care customers who habitually reserve several slots in advance and do not utilize them to prevent abuse of pre-registration system. Customers who do this would have to pay for unused reserved slots.

VALIDATION: Child and Youth Services is familiar with the issue, involving insufficient childcare. Currently children between the ages of 6 weeks and 6 years receive child care on Fort Huachuca either in Family Child Care (FCC) homes or in New Beginnings Child Development Center (CDC). The CDC increased hourly care spaces by 48% in 2001 by moving the hourly care program to a new space within the current facility. Slots for infant and toddler hourly care were added at this time. The hourly care reservation system and the consequences for not abiding by the standard operating procedures are local issues. The lack of hourly care is a seasonal issue and often is only critical during specific times of the day and specific days during the month. Typically children ages 6 weeks through 2 years are on waiting lists. 50% of those on waiting lists are offered care a day before the requested care due to cancellation of reservations.

COST BENEFIT: Peak periods for childcare are between 0900 and 1400 Monday through Friday. During the school year space in both the Youth Services and School Age Services facilities is available. Parent fees will not covers the child care labor cost for children ages 6 weeks through 2 years, due to the low adult to child ratios. Children in this age range also need special equipment like diaper changing station, cribs, and toilets/running water in the classroom. When considering adding spaces for hourly care the lack of critical full day spaces must also be addresses. Adding additional child care spaces will cost additional appropriated fund dollars.

REQUIRED ACTIONS:

1. Add daily short-term hourly care slots

2. Revise hourly care standard operating procedures to penalize patrons abusing the reservation system.

3. Determine feasibility of adding hourly care spaces in an existing CYS facility, include cost analysis and proposed funding source.

MILESTONES:

1. 1 April 03 Completed
2. 28 April 03 Completed
3. 1 Aug. 02

PROGRESS:

1. On 1 April 2003, nine hourly care spaces were designated for short term, same day reservations. Reservations open up daily at 0600. Generally childcare slots are open between 0730 and 0930 and between 1230 and 1630. These spaces are available between 0930 and 1230. Spaces not reserved by 0900 daily are filled with children on the waiting list. The program is called "Prime Time Hourly Care." The program has been advertised at the April Round-up, on the Commander's Cable Access channel and through fliers at the registration office and at the Child Development Center. Between April and May 388 slots were available and a total of 60 slots were used for same day reservations. Only 16% of the available slots were used in a two month period. At this time the Child Development Center is meeting the demand for same day reservations.

2. In April the Hourly Care standard operating procedures were changed to include rules regarding cancellation of reservations and "no shows."

3. A feasibility study will be completed by 1 August 2003 to determine actual need for additional child care spaces. The cost for providing care at additional approved locations will be included in the study.

STATUS: Complete FY03

LEAD AGENCY: Child & Youth Services
SUPPORT AGENCY:

FAMILY SERVICES

ISSUE: #03-06-02

ISSUE: Speeding in the housing area

SCOPE: Currently an average of between 120-150 speeding tickets are issued per week on Fort Huachuca and between 20% and 35% of the tickets are issued in housing areas. Hazardous speeding in housing areas places families in danger, increases chances of property damage, and restricts safe areas for children to play.

RECOMMENDATIONS:

Establish speed deterrent devices such as retractable speed bumps, based on ticket concentration in housing areas.

VALIDATION:

Retractable speed bumps are not cost effective.

PROGRESS:

As part of the FY-04 and FY05 housing projects we have asked the developer to design new street configurations that do not have runs long enough to develop excess speeds. On the two main streets that run through Pershing Plaza from Smith to Hatfield we have asked them to incorporate traffic circles that should also reduce speeding. During FY04 and 05 all the houses in Miles Manor and Pershing plaza will be replaced. In the Hall Circle neighborhood, some of the last houses in the demolition plan, we have already installed speed humps. I do not wish to install anymore speed humps until construction is complete and our traffic design plans have failed. With our substantial funding cuts it doesn't make sense to spend limited operation and maintenance money installing speed humps for the short period of time until reconstruction.

STATUS: Complete FY03

LEAD AGENCY:
SUPPORT AGENCY:

FAMILY SERVICES

ISSUE: #03-06-03

ISSUE: Respite Care

SCOPE: Currently there is insufficient funding for emergency respite care. 27% of military personnel are currently deployed worldwide. This increases the need for emergency respite care funding for these families.

RECOMMENDATION:

1. Establish post funding for emergency respite care for separated families.
2. Funnel money from NETCOM/9ASC to Garrison that is earmarked for emergency respite care for Signal Soldiers.
3. Request additional funding from Community and Family Support Center earmarked for emergency respite care.

VALIDATION:

Respite Care is crucial for Mission Readiness. When family members experiencing unexpected health problems, or medical emergencies, lack of extended family support, respite care can alleviate stress, and allow the care-giver a chance to focus on taking care of the sick or attending counseling/therapy sessions. The deployed Soldier can concentrate on mission at hand if he/she knows that their families are being well cared for. Respite Care issue surfaced and becomes a critical concern at the AFAP conference is in part due to the recent deployment and level of Family Advocacy Program (FAP) funding. In the past, FAP was able to provide limited respite care services. Unfortunately the request for respite care surged due to recent deployment. With budget constraints, FAP was unable to meet the demand for service, and many families suffer. Lack of respite care impacts not only the quality of life for the family of the Soldiers; it also affects the Army mission when the unit must bring the Soldier home from deployment. The availability of respite care can positively affect the mission because the Soldier can maintain concentration on Army objectives rather than worrying about what is going on with his family back home. Respite care has an impact on the Army Mission.

COST BENEFIT: It is difficult to put a value to "quality of life". Comparing the cost of providing respite care service to the family with medical emergencies and the cost of Soldiers' dedication and devotion to the mission is priceless. The price for respite care is so minimal, and the benefit of increase the quality of life for family members is beyond comparison. Presently, at the local installation level funds have been donated to the Army Community Service FAP and the Exceptional Family Member Program (EFMP) that have been deposited into the MWR Non-appropriated fund account and earmarked for respite care.

REQUIRED ACTIONS:

1. Accept donated funds to establish respite care through FAP/EFMP programs. Establish a line of accounting through the MWR non-appropriated fund for FAP and EFMP Respite Care. SOP in place.
2. Funnel money from Netcom to Garrison earmark for emergency respite care for Signal Soldiers. Coordinate with NETCOM Commander to establish funds for emergency respite care
3. Forward request for additional funding from CFSC earmark for respite care.

MILESTONES:

1. Completed
2. By 16 July 03
3. Need to forward to DA CFSC for funding

STATUS: See 04-02.03

LEAD AGENCY:

SUPPORT AGENCY:

FAMILY SERVICES

ISSUE: #04-06-01

ISSUE: One-Stop Family In-Processing Center

SCOPE: Currently there is no centralized in-processing center for family members. Army Family Team Building (AFTB), Army Family Action Plan (AFAP), Army community Services (ACS), Women Infant and Children (WIC),

Central Child Registration, Family Readiness Group (FRG), Army Emergency Relief (ARE), Family Advocacy Program (FAP) and Parent University are some of the family services and Army programs that are not being fully utilized due to the inconvenience of multiple locations throughout the post. Most of these services/programs are in need of classrooms, conference rooms and child care facilities which are currently not available. Family members are not fully integrated into the Ft. Huachuca community. This affects the morale of family members, service members and civilians. One centralized building would greatly reduce cost of maintenance and utilities.

RECOMMENDATION:

1. Design, fund and build a facility large enough to accommodate all programs.
2. Utilize an existing structure with adequate space in a centralized location.

REQUIRED ACTIONS:

Updated 28 June 2004

1. Contacted DIS with regard to existing space.
2. Acquire design options.
3. Seek Congressional Funding.
4. Further actions are dependent on funding.

MILESTONES:

1. Completed
2. Completed
3. On-going
4. On going

REQUIRED ACTIONS:

Updated 27 Sep. 2004

1. Meet with Stakeholders.
2. DIS to assess current space utilization.

MILESTONES:

1. Aug. 04

2. Sep. 04

PROGRESS:

Updated 28 June 2004

1. DIS states there are no structures available on Ft. Huachuca to support the above recommendations.
2. Received a design from the Southwest Region Office for a large and small Army Community Service Building.
3. Seeking Congressional funding requires justification which is in process of being complied.

PROGRESS:

Updated 27 Sep. 2004

ACS Director met with Marty Johnston and Javier Barron to discuss the recommendation to have DIS look at ACS for utilization for approximately 35 persons.

ACS currently has 22 employees, additional spaces are 13. The total of 35 persons would include ACS personnel, Central Childcare Registration, School Liaison Officer, Youth Sports and WIC. ACS Square Foot equals 5037. The recommendation provided by DIS Resource Utilization Manager, Vince Morrow, is that the most effective utilization of current ACS is to remove most offices, open up the building and use "system furniture", which affords only some privacy. This would accommodate 12-13 more people; however this not conducive to ACS's mission, specifically within the Victim Advocate, FAP, EFMP and Financial Counseling programs.

PROGRESS:

Updated 6 Dec. 2004

22 Nov. 04: We have contacted CFSC referencing justification. ACS is in the process of typing a justification for a One-Stop In-Processing Family Center.

STATUS: Complete FY04

LEAD AGENCY: DMWR

SUPPORT AGENCY: ACS

FAMILY SERVICES**ISSUE: #04-06-02**

ISSUE: Military family eligibility for supplemental subsistence programs

SCOPE: Military families are not qualifying for supplemental subsistence programs because Basic Allowance for Subsistence (BAS) and Basic Allowance for Housing (BAH) are included as income when calculating eligibility requirements. With the exclusion of BAS and BAH, military families would qualify for programs such as Women Infants and Children (WIC), food stamps and Family Supplemental Subsistence Allowance (FSSA). BAS and BAH are non-taxable allowances; therefore they should not be considered income when determining eligibility for subsistence. This creates a financial hardship on military families.

RECOMMENDATION:

1. Do not include allowance for food (BAS) and allowance for housing (BAH) when determining eligibility for subsistence.
2. Increase the federal poverty threshold level for military families.

REQUIRED ACTIONS: Forward**MILESTONES:****PROGRESS:**

STATUS: DA Active issue # 564

LEAD AGENCY:**SUPPORT AGENCY:****FAMILY SERVICES****ISSUE: #04-06-03**

ISSUE: Directory of Free/Discounted Services

SCOPE: Currently there is no Ft. Huachuca/Sierra Vista directory available to service members and their families for free/discounted services such as local military discounts (selected merchants and restaurants), education (Head Start and scholarships), food (Women, Infants and children (WIC) and Family Supplemental Subsistence Allowance (FSSA) and financial

assistance (tax center and debt counseling). Due to lack of information provided to Soldiers and their family members, available discounts are not fully utilized. A directory would benefit family members and business merchants as well as improve Ft. Huachuca's quality of life.

RECOMMENDATION:

1. Create a consolidated directory containing all available discounted/free services.
2. Publish and distribute a directory online and within the welcome packet.

REQUIRED ACTIONS:

1. Plan meeting to discuss available resource. Request attendance of Wendell Hurlock, Chamber of Commerce Representative and all ACS Program Managers.
2. Document resources.
3. Send to Marketing for formatting and printing.
4. Disseminate among Fort Huachuca community.

MILESTONES:**PROGRESS:**

Updated 28 June 2004

Plans are in progress.

PROGRESS:

Updated 27 Sep. 2004

We were given an appointment for 15 Sep. to meet at the Chamber of Commerce to discuss this issue with local business leaders. When we arrived, we learned we had been given an incorrect date and the meeting is actually scheduled for 22 Sep.

STATUS: Complete FY04

LEAD AGENCY: Army Community Service

SUPPORT AGENCY: Consumer Affairs

**CONSUMER SERVICES
ISSUE #03-07-01**

ISSUE: Installation Volunteer Coordinator Program

SCOPE: The Installation Volunteer Coordinator Program cannot function effectively due to non-availability of operational funding. Recognition ceremonies and incentives such as refreshments, pins, mugs, programs and certificates are needed to retain the current staff of volunteers and attract new volunteers. In turn, computers, copies, phones and other offices supplies are essential to support this program. Lack of funding for the IVC program affects all current and potential volunteers and the community that relies on them.

RECOMMENDATION:

Provide and appropriate funding for the volunteer recognition ceremonies to cover incentives and food service at ceremonies. Provide administrative equipment and supplies needed to implement and maintain the program.

REQUIRED ACTIONS:

1. Inform DCA of program needs, both immediate and yearly
2. Inform Garrison Commander of Program needs by GC tasker.
3. Await response from GC
4. Order required computer equipment
5. Fund IVC program

MILESTONES:

1. Completed 25 April 03
2. Completed 12 Jun 03
3. Completed Sep 03
4. FY 04
5. FY04

PROGRESS:

1. Program needs identified were computer equipment and \$2500.00 to administer.
2. Computer equipment has been ordered. A line item on the ACS budget will be added for FY04 in the amount of \$2500.00

STATUS: Completed FY 04

LEAD AGENCY:
SUPPORT AGENCY:

**CONSUMER SERVICES
ISSUE: #03-07-02**

ISSUE: Clothing and Sales Location and Accessibility

SCOPE: The Training Doctrine Command Policy on fraternization (AF350-6) mandates the separation of permanent party and IET students. On installations with one Clothing Sales store, the risk of fraternization is greatly increased and facilitates violation of the intent of the policy.

RECOMMENDATION:

Designate separate locations for Clothing Sales for permanent party and IET Soldiers.

PROGRESS:

According to AR 700-84 and the memorandum of understanding between AAFES and the Department of the Army funding for new MCSS facilities is provided by the Clothing and Services Office, U.S. Army Soldier Systems Command. Currently, there are no requests to build separate MCSS facilities for IET students.

STATUS: Unattainable FY03

LEAD AGENCY:
SUPPORT AGENCY:

**CONSUMER SERVICES
ISSUE: #4-07-01**

ISSUE: Common Table Authorization-50 items

SCOPE: Limited number of manufactures for each item. Manufactures are not producing adequate numbers to meet demand. Issue and sale of personal clothing (AR700-84) limits the

number of manufactures authorized to produce table Authorization-50 items. This affects all Active Duty, Reserve and National Guard components. Due to shortages, Soldiers cannot meet requirements of Wear and Appearance of Army Uniforms and Insignias (AR670-1) and common Table Authorization-50 items.

RECOMMENDATION:

Change AR 700-84 to allow multiple manufactures for each item.

REQUIRED ACTIONS:

MILESTONES:

PROGRESS:

STATUS: Unattainable FY04

LEAD AGENCY:

SUPPORT AGENCY:

CONSUMER SERVICES

ISSUE: #4-07-02

ISSUE: Force Protection stand-off distance

SCOPE: Force Protection stand-off distance implementation seems to be excessive and arbitrary. Stand-off distance used for Ft. Huachuca, as mandated by UFC-40-10-10, is 87 feet. The stand-off distances at the Post Exchange, Commissary and Raymond W. Bliss health Center exceed this standard. These increased distances adversely affect persons with mobility issues.

RECOMMENDATION:

1. Open a curbside drop off/pick up zone at facilities affected.
2. Re-evaluate stand-off distance.
3. The stand-off distance needs to reflect the current force protection Condition.

PROGRESS:

1. Standoff distance is applied based on criteria cited in UFC 4-010-01, dated 8 OCT 03 and 4-010-02 (FOUO) with the same date.

These are only 2 of many regulations that are applied to determine the minimum protection required to protect personnel, facilities and equipment, which are vital to mission accomplishment. The standard 82' (25 meters) have been adhered to as the least obtrusive of more stringent measures that can be applied.

2. With regard to curbside drop off/pickup; this is a serious vulnerability in our current security posture. A curbside drop-off not only breeches the protective perimeter allowing for a high-speed approach into the facility, but unsuspecting patrons would have no time to react to this threat.

3. Ultimately, commanders accept risks based on recommendations from their staffs. He/she assumes responsibility for the protection of personnel, facilities and equipment needed to accomplish the mission. Standoff does not relate to FPCON but rather threat as determined by the staff and current intelligence. These protective measures of specific categories of facilities will ultimately cause some inconvenience to the public; however, we continue to evaluate and adjust our protection based on the overall threat and to keep us safe from terrorist intensions.

4. Shortly after 9/11 it was determined that business as usual would never be the same for any federal installation and for that matter, many municipalities. For Huachuca adopted a policy, which received support from commanders throughout the installation and permanently stood off key facilities and infrastructure to a minimum distance of 82' (25 meters). Our efforts are currently ongoing and on track for our target completion in FY09.

5. **AAFES-** Willing to make any changes or concessions to allow customer curb side service. Willing to work with DIS to help with the design of curb side service.

REQUIRED ACTIONS:

MILESTONES:

1. As discussed during the last working group meeting, and as requested by the deputy garrison commander, so noted in the FP minutes. This information is provided to the working group and requires a vote to leave

intact building security standoff or request a review process,

a. The standoff distance was surveyed for both the DECA (commissary) and AAFES (Post Exchange) and is 85 feet (26 meters) from the building to the outside of the standoff curbing.
b. The force protection Division reviewed all pertinent regulations and Unified facilities Construction criteria in reference to the required standoff. We have determined that the installation is in compliance with DOD directives.

2. The commissary and PX will provide handicap assistance from the parking area to the active when requested. This may be accomplished with a call to the facility from the parking area or with prior notification. It is our intention to be proactive to the needs of the community without degradation to our security posture.

3. With review of the Commander's guidance and IAW DODI 2000. 16, DODI 2000. 12H, DA regulations and UFC standards this office considers the issue closed.

STATUS: Complete FY04

LEAD AGENCY:

SUPPORT AGENCY: ATZS-IOFT

CONSUMER SERVICES

ISSUE: #04-07-03

ISSUE: Morale, Welfare and Recreation funding

SCOPE: Currently morale, Welfare and recreation programs that are authorized appropriated funds are not funded 100%. Installations are forced to use non-appropriated funds to operate programs that should be receiving appropriated funds. As a result it causes an overall shortage of funds. Morale Welfare and recreation is unable to improve and/or maintain programs and facilities at a quality level. This affects quality of life for the entire army community.

RECOMMENDATION:

Fully fund all Morale, Welfare and Recreation programs which are authorized appropriated funds.

REQUIRED ACTIONS:

MILESTONES:

PROGRESS: Forward

STATUS: Undetermined FY04

LEAD AGENCY:

SUPPORT AGENCY:

EMPLOYMENT/CIVILIANS

ISSUE #03-08-01

ISSUE: Non Appropriated Funds (NAF) Incentive Award Program

SCOPE: Army Regulation 215-3 allows for, but does not mandate, an incentive award program for NAF employees. Further, this regulation dictates that NAF be a profit driven system. As a result, there is a lack of equal opportunity for incentives and awards within Moral Welfare and Recreation (MWR). Many employees are not recognized for exceptional performance. This lack of recognition impacts retention, recruitment, readiness and productivity.

RECOMMENDATION:

Mandate that a percentage of the total installation NAF profits be used specifically for a proportional incentive award program.

ACTION Forwarded to TRADOC

Date:

TRADOC position: Returned
Installation NAF budget issue

STATUS: Complete FY03

LEAD AGENCY:

SUPPORT AGENCY:

EMPLOYMENT/CIVILIANS
ISSUE #03-08-02

ISSUE: Time in Grade Restrictions

SCOPE: In accordance with Title 5 CFR (Code of Federal Regulations), General Schedule system does not allow for competitive service employees to advance without meeting the time in grade requirements. Qualified current competitive service employees cannot advance past the current time in grade restrictions, while external applicants with equal qualifications can be appointed to these positions. This system penalizes existing competitive service employees, which impacts retention and employee morale.

RECOMMENDATION:

Eliminate the time in grade requirements in the General Schedule system.

ACTION Forwarded to TRADOC
Date:

TRADOC position: Returned
Proposal for new DOD personnel system currently before G-1 for review

STATUS: Complete FY03

LEAD AGENCY:
SUPPORT AGENCY:

CONSUMER SERVICES
ISSUE: #04-08-01

ISSUE: Department of the Army (DA) Civilians Air Force Exchange Service (AAFES) Benefits

SCOPE: DA civilians are equally important to the Army's mission; however, currently they are not afforded equal AAFES privileges. At the discretion of the post commander only necessity items are afforded (Army and Air Force Exchange Service Operating Policies AR 60-20/AFR 147-14). An inequality exists between Continental United States (CONUS) and outside the Continental United States (OCONUS) privileges extended to DA civilians. Allowing DA civilians unlimited AAFES privileges will increase AAFES sales resulting in increasing revenue returned to each installation. These returned revenues will

directly improve the Army quality of life. This will serve as a recruitment incentive for civilian employees and will also remove a perceived inequity.

RECOMMENDATION:

Change AR 60-20/AFR 147-14 to authorize unlimited AAFES privileges for DA civilian employees in CONUS.

REQUIRED ACTIONS:

MILESTONES:

PROGRESS:

STATUS: Combined. See #05.01.01

LEAD AGENCY:
SUPPORT AGENCY:

CONSUMER SERVICES
ISSUE: #04-08-02

ISSUE: Employment Readiness Program (ERP)

Scope: All members of the Total Army Family need to be made aware of employment programs offered at FT. Huachuca and the surrounding area. In addition, local employers need to be made aware of existing post employment assistance programs. There is difficulty in matching family members to available employment opportunities. Finding employment promotes financial security and improves the overall Army quality of life.

RECOMMENDATION:

1. Co-locate all on-post employment services.
2. Promote Employment Readiness Program (ERP) through post resources such as a prominent link on the Fort Huachuca website, a permanent advertisement in the Ft. Huachuca Scout and incorporating the ERP into the in-processing briefings.
3. Promote the program to outside/local employers.

REQUIRED ACTIONS:

1. CPAC Director met with Vince Moreau

2. Revise ACS website.
3. Partner with other agencies to publicize program.

MILESTONES:

1. Ongoing
2. Completed 1st Qtr. FY05
3. Ongoing

PROGRESS:

1. CPAC Director met with Vince Moreau, Installation facility and Space Assignment Officer from DIS to discuss additional space in building 22320 to collocate various employment services. Mr. Moreau is reviewing the request and will provide a recommendation.
2. September- No progress awaiting FY 05 budget.
3. ACS website is being revised by Carl Forester
4. Development articles for a weekly column in the Scout on employment issues to highlight program and disseminate information to the community.
5. Partner with Cochise County Workforce Development (CCSD) to promote program to Employers.

22Nov04: CPAC Director is working with the DIS Installation Facility and Space Assignment Officer to comply with the AFAP recommendation. DIS has developed four options. The CPAC and DIS will meet in 1Dec to review the options.

MILESTONES:

1. Ongoing
2. Ongoing
3. Ongoing
4. Ongoing
5. Ongoing

STATUS: Complete FY04

LEAD AGENCY: CPOC
SUPPORT AGENCY: ACS

CONSUMER SERVICES

ISSUE: # 04-08-03

ISSUE: Retired Civilian Identification Cards

SCOPE: Retired civilian employees are currently not issued an official identification. This causes difficulty in gaining access to on-post Morale, Welfare and Recreation (MWR) facilities which retired civilians are entitled to use. This affects retired civilians and their families directly and also detracts from total Army Unity. The issue is one of basic fairness and gratitude for past service.

RECOMMENDATION:

Require Defense Enrollment Eligibility Reporting System (DEERS) to include retired DA civilians so that they can be issued identification cards.

REQUIRED ACTIONS:

MILESTONES:

PROGRESS:

STATUS: Undetermined FY04

LEAD AGENCY:
SUPPORT AGENCY:

RETIREMENT SERVICES

ISSUE #03-09-02

ISSUE: Retiree Cost of Living Allowance (COLA)

SCOPE: COLA for eligible retirees is not keeping pace with the rate of inflation based upon current computational formulas. Quality of life for retirees is being reduced because cost of living allocations do not mirror inflation.

RECOMMENDATION:

Implement a cost of living computation formula that reflects actual inflation.

ACTION Forwarded to TRADOC**Date:****TRADOC position:** Returned**STATUS:** Closed DA Issue # 323**LEAD AGENCY:****SUPPORT AGENCY:****RETIREMENT SERVICES****ISSUE #03-09-03****ISSUE:** Survivor Benefit Plan (SBP)

SCOPE: Retirees pay a percentage of the monthly retired pay to participate in the SBP. The SBP Pays the surviving spouse 55% of the members retired pay if the retiree dies before the spouse reaches age 62. Upon the spouse reaching age 62, the payment is reduced to 35% of the retirees' retired pay. Per the Retirement Handbook and Public Law #381 Title X, the concept was that social security payments would offset the reduction in SBP annuity. In reality, the surviving spouse's quality of life is reduced because they receive less combined monthly annuity and social security benefits.

RECOMMENDATION:

Rescind the current SBP annuity offset plan at spouse age 62 and retain the 55% annuity.

ACTION Forwarded to TRADOC**Date:****TRADOC Position:** Returned

Forwarded to TRADOC SME Human Resources: SPB created the after 62 benefit because the surviving spouse will be entitled to the military retirees Social Security benefits. SBP was never intended to stand alone. SBP is designed so that DOD pays a 55% annuity alone until Social Security entitlement opens to surviving spouse, at which time the two agencies' benefits will equal at least 55% of the amount of retired pay covered.

STATUS: DA active issue #553.**LEAD AGENCY:****SUPPORT AGENCY:****RETIREMENT SERVICES****ISSUE #03-09-01****ISSUE:** Retiree Life Insurance

SCOPE: All present and future retirees will be affected by this issue. Current life insurance options are too costly. The cost effective SGLI program for active duty is not available to retirees. VGLI (which is government developed insurance program for all veterans) for \$250,000 coverage presently costs \$130 per month for a retiree age 50-54 and escalates to \$1125 per month for age group 75+. Reference the VGLI Premium Rate Schedule. These rates are too high of a percentage of retirement pay.

RECOMMENDATION:

1. Establish affordable life insurance options not to exceed 3X the active duty rate.
2. Offer SGLI extension for retirees.
3. Educate active duty Soldiers annually on retiree life insurance options.

ACTION Forwarded to TRADOC**Date:****TRADOC Position:** Returned

VGLI premiums are based upon member's age, as are all life insurance policies rates. VGLI is an extension of SGLI. VGLI is a commercial insurance policy, rates are based on current insurance terms and rates. Return to installation.

STATUS: DA active issue # 560.**LEAD AGENCY:****SUPPORT AGENCY:****RETIREMENT SERVICES****ISSUE: #04-09-01****ISSUE:** Early Retirement Plan

SCOPE: Soldiers with 14 to 17 years active duty service can request early retirement with reduction in pension at 15 to 18 years. Due to the Army's Operation tempo, Soldiers are burning-out at faster rates of speed. This negatively affects the retention and morale of

Soldiers. The 15-year Early Retirement Plan will provide motivational opportunities that create career progression and increase overall retention Army wide. Soldiers will be positively affected in their ability to manage their careers while stimulating Army recruiting and retention incentives. Additionally, the Early Retirement Plan will provide the army a better resource tool for Force Management.

RECOMMENDATION:

1. Apply same 20-year Retirement Plan criteria and prerequisites in accordance with AR 635-200 for the Early Retirement Plan.
2. Based on the Army 20-year Retirement Plan, Soldiers are afforded the option to accept a lesser pension reduced by 2.5 percent each year under 20-years.
3. The Early Retirement Plan will stimulate recruiting and retention, while simultaneously enabling the Army to enhance and support effective Force Management.

REQUIRED ACTIONS:

MILESTONES:

PROGRESS:

STATUS: Undetermined FY04

LEAD AGENCY:
SUPPORT AGENCY:

MEDICAL/DENTAL
ISSUE: #04-09-02

ISSUE: Medical and Dental Annuity Fund

SCOPE: Lack of appropriate funds for medical needs upon retirement. Soldiers may invest in a medical and dental annuity fund due to escalating out-of pocket medical and dental expenses for Retirees. Currently, there is a shortfall concerning medical and dental expenses upon retirement.

RECOMMENDATION:

1. Allotment before taxes into fund and draws interest on variable market rate.

2. Fund to be used in non-tax status. If removed for any reason other than medical or dental, there will be a gross penalty at the variable market rate of 3 to 12 percent as well as the current Internal Revenue Service tax rate.

3. Medical expenses would be paid directly from the Medical and Dental Annuity Fund to the billing agent.

REQUIRED ACTIONS:

MILESTONES:

PROGRESS:

STATUS: Undetermined FY04

LEAD AGENCY:
SUPPORT AGENCY:

RESERVE/NATIONAL GUARD
ISSUE: #04-10.01

ISSUE: Medical Insurance for Reserve Components and Dependents

SCOPE: Availability of affordable group healthcare for reserve Components and families is limited. This has adverse effect on readiness. Additionally, the possibility of illness for both Soldiers and their dependents effects deploy-ability. Reservists are required to meet the same health standards as the Active component, yet many Reservists are unemployed, self-employed, students, or work for companies that do not provide health insurance.

RECOMMENDATION:

1. Expand Tri-care coverage to include reserve Component Soldiers and their family members.
2. Offer a medical insurance program similar to the Reserve Component dental program.

REQUIRED ACTIONS:

MILESTONES:

PROGRESS:

STATUS: DA active issue #122

RESERVE/NATIONAL GUARD**ISSUE: #04-10-02**

ISSUE: Reserve Component Mobilization time period

SCOPE: Currently Reserve Component Soldiers do not receive mobilization orders that clearly and accurately define the complete time period of service. This adversely impacts the financial well-being due to employers being unable to “project” when Reserve Component personnel will be available for redeployment, students missing deadlines for required classes, indefinite postponement of estimated classes, graduation dates, and potential loss of financial aid. It also impacts emotional well being by causing anxiety, decrease of morale and uncertainty about the future due to being unable to accurately plan for the future. The lack of a definite end date complicates the demobilization process, which ultimately impacts the readiness and retention of the Reserve Component.

RECOMMENDATION:

1. Issue mobilization orders in a format similar to format 400, AR 600-8-105.
2. Mobilize SOLDIER for 2 years with the provision of “Unless sooner released from proper authority”.

REQUIRED ACTIONS:**MILESTONES:****PROGRESS:**

STATUS: Undetermined FY04

LEAD AGENCY:

SUPPORT AGENCY:

RESERVE/NATIONAL GUARD**ISSUE: #04-10-03**

ISSUE: Display of the Department of Defense (DOD)/installation Vehicle Decal.

SCOPE: The requirement to display DOD/installation decals that are permanently affixed to Personally Owned Vehicles (POV)

positively identify all DOD service members, civilians, contractors, and retirees. The decal also identifies installation and rank. This could potentially target personnel by terrorist, negatively impact Force Protection, and is a deterrent to Homeland Security.

RECOMMENDATION:

1. Affix DOD decals to removable cards to be displayed in vehicle, when on Installation.
2. Eliminate DOD/Installation decals.

REQUIRED ACTIONS:**MILESTONES:****PROGRESS:**

STATUS: Undetermined FY04

LEAD AGENCY:

SUPPORT AGENCY:

MIDDLE SCHOOL**ISSUE # 03-11-01**

ISSUE: Absence of Physical Fitness Equipment Area for Unaccompanied Teens

SCOPE: Existing policy on age restrictions for unaccompanied teens requires that parents/guardians must accompany teens to a physical fitness area. Parents/guardians inability to accompany the teens restricts teen access to existing facility.

RECOMMENDATION:

1. Change BFH policy on unaccompanied age restrictions.
2. Create physical fitness area at Youth Center for unaccompanied teens 12 to 18 years of age.
3. Provide fitness classes during the week for unaccompanied teens at Youth Services.

PROGRESS:

1. Issue #03-11.1 was that the existing policy on age restrictions for unaccompanied teens requires that parents/guardians must accompany teens to physical fitness areas.

Parents/guardians inability to accompany the teens restricts teen access to existing facility.
2. The recommendation was that the Barnes Field House changes the policy on unaccompanied age restrictions.

3. The policy on (Teen) Youth Use is a Children 15 years old and under must be accompanied by a parent or legal guardian.

4. This policy is active to protect the teen from injury. The Barnes Field House Facility is designed to compliment the Army Fitness standards. This includes the availability of adult equipment not intended for unsupervised children's use and could result in serious injuries.

5. It is the recommendation of the Sports and Fitness Branch to maintain the policy as it is. Our safety record proves that the policy should be maintained and enforced.

STATUS: Unattainable FY04

LEAD AGENCY:

SUPPORT AGENCY:

MIDDLE SCHOOL ISSUE # 03-11-02

ISSUE: Communication of teen activities

SCOPE: Current methods of publishing activities offered to teens are inadequate. The teens are not getting the word.

RECOMMENDATION:

1. Create a teen activity column in the Scout to advertise weekly events.
2. Publicize teen activities at school through daily school announcement.
3. Broadcast teen activities on the Commander Access Channel (CAC).

REQUIRED ACTIONS:

1. Schools will allow flyers with MWR logo.
2. Huachuca Scout will publish Teen Info column twice per month.

3. Teen info posted on MWR web site and large events on CAC.

4. Youth Center will distribute flyers.

MILESTONES:

1. 2nd Qtr. FY 03 Completed
2. 3rd Qtr. FY 03 Completed
3. 2nd Qtr. FY 03 Completed
4. 3rd Qtr. FY 03

PROGRESS:

1. Huachuca Scout will publish Teen information column in every other issue (twice per month).

2. Youth Services will coordinate all Teen events with MWR Marketing to insure flyers are available and announcements will be placed in Huachuca Scout and on the Commander's Access Channel along with the MWR web site.

3. The School Liaison Officer will coordinate publicity in the off post schools for major teen events.

STATUS: Complete FY03

LEAD AGENCY: Child & Youth Services

SUPPORT AGENCY: MWR Marketing

MIDDLE SCHOOL ISSUE # 03-11-03

ISSUE: Unaccompanied Age Restriction at Barnes Field House Pool

SCOPE: BFH Policy restricts teens under age of 16 from entering the pool unaccompanied by parent/guardian. This restriction prevents teens from utilizing the only indoor pool on post without being accompanied by a parent or guardian.

RECOMMENDATION:

1. Change/lower age to enter pool without a parent to age 12.

2. Establish working schedule permitting unaccompanied teen to use pool.

STATUS: Unattainable FY03

LEAD AGENCY:
SUPPORT AGENCY:

MIDDLE SCHOOL
ISSUE: #04-11- 01

ISSUE: Fort Huachuca needs a roller rink/café

SCOPE: Currently, Fort Huachuca offers one facility for teen activity after school, on weekends, and summer but not building is dedicated to roller-skating. This service is not offered in the area. The roller rink will give the kids something to do while providing a safe environment and a place to hang out for the down time. This service would affect the children, teens, service members and families because it would be used for teen activities, parties and unit functions.

RECOMMENDATION:

1. Remove an existing facility scheduled for demolition (i.e. gym or bowling alley) to accommodate a roller rink.
2. Incorporate roller rink into the existing plans for a bowling alley and new MWR facility.

REQUIRED ACTIONS:

1. Construct new Public/Private Venture bowling Center.
2. Convert Desert Lanes into roller rink.

MILESTONES:

1. Jan.—Jun. 04
2. Jul.—Dec. 05

PROGRESS:

The Environmental Assessment (EA) required for the siting of the new bowling center has been completed but will be going out shortly for 30-day public comment period.

NO CHANGE

STATUS: Active. Carry as a doable project

LEAD AGENCY: MWR
SUPPORT AGENCY: CFSC, HQDA

MIDDLE SCHOOL
ISSUE: #04-11-02

ISSUE: Smith Middle School Uniforms

SCOPE: Because the uniform brand policy at Smith Middle School is so strict, an enormous amount of time and energy is spent enforcing the policy and assigning detention to students who violate it. Students should be allowed the freedom of choice to reduce behavioral problems. An incentive for good behavior, such as casual dress Friday, would encourage students to act appropriately.

RECOMMENDATION:

1. Allow any brand of pants as long as it is khaki, black or navy blue and within the dress code.
2. Designate every other Friday casual dress for students who have not received detention.

REQUIRED ACTIONS:

Meet with Smith Middle School Site Council to determine a Plan of action

MILESTONES:

Completed:

1. Meeting is set for 13 April.
Site council response: Students may purchase their uniforms from any retailer and may use other brands besides the Dickies line that is carried by the Exchange. The brand purchased must meet all of the criteria outlines in the school uniform policy. Parents can view this recommendation as violation of FERPA as this would, in effect; identify students with discipline infractions to all students and staff. As a compromise, the site council unanimously endorsed awarding the last Friday of the month as uniform free day for all students who have not been cited for violations of the uniform policy for that preceding month. This implementation is manageable; reward students

for their compliance and like reduce the number of uniform violations.

2. Implement Policy Aug 04

PROGRESS:

1. Plan of action will be determine in collaboration with Site Council.
2. The site Council approved the new language for the 2004/2005 Student handbook.
3. The incentive program for students to earn one uniform free day per month, through compliance with the uniform policy, has been implemented. It seems to have been well received by the students. To date, we have had few violations of the uniform policy and we are anticipating 98-99 percent of students will earn the uniform free days.

STATUS: Complete FY04

LEAD AGENCY: Child & Youth Services

SUPPORT AGENCY: Fort Huachuca schools

MIDDLE SCHOOL

ISSUE: #04-11-03

ISSUE: Smith Middle School Behavior Program

SCOPE: Currently the behavior sheet system is arbitrary in nature and does not allow the student a chance to explain the situation. There are no written standards for teachers to uniformly penalize students. Often students are punished if they ask why their behavior sheets are signed. This causes favoritism, inconsistencies and confusion among students.

RECOMMENDATION:

1. Inform students in the handbook at the beginning of the year which specific infractions a student can get their sheet signed.
2. Modify the behavior sheet to allow a space for students to provide an explanation.
3. Develop a more specific teacher behavior sheet checklist, which specifies what the infraction was and what rules outlined in the handbook were violated when assigning detention.

REQUIRED ACTIONS:

Meet with Smith Middle school Site Council to determine Plan of Action.

MILESTONES:

1. Meeting is set for 13 April.
It is not feasible or prudent to attempt to list all the various infractions that could result in a signature on the behavior sheet. For the 2004-2005 school year, the following information will be added to the student handbooks to clarify the Behavior Plan: ANY BEHAVIOR THAT IS DISRUPTIVE TO THE EDUCATIONAL PROCESS OR ORDILINESS OF THE SCHOOL ENVIROMENT MAY EARN A SIGNATURE ON THE BEHAVIOR SHEET. A STUDENT MAY RECEIVE MORE THAN ONE SIGNATURE FOR THE SAME OFFENSE IF THAT OFFENSE IS REPEATED OR DEEMED TO BE A MORE SEVERE INFRACTION. THE CLASSROOM TEACHER HAS THE FINAL AUTHORITY, USING THEIR PROFESSIONAL JUDGEMENT, IN SIGNING STUENTS BEHAVIOR SHEETS.

2. Implement new policy Aug 04

PROGRESS:

Plan of Action will be determined in collaboration with Site Council. The new policy has been implemented and to date is working exceptionally well. Site Council will continue to monitor the Behavior Program throughout the school year.

STATUS: Complete FY04

LEAD AGENCY: Child & Youth Services

SUPPORT AGENCY: Fort Huachuca Schools

HIGH SCHOOL

ISSUE # 03-12-01

ISSUE: Deployment of Dual Military Parents

SCOPE: Deployment of military parents results in family and community anxiety. A dependent child needs a parent to guide them throughout their life, otherwise, they are left vulnerable to outside influences. AR 600-20 states the unit commander may designate an authorized representative to conduct Family Care Plan

Counseling. Dual deployed parents cannot focus on the mission because they are focused on the well being of their dependents.

RECOMMENDATION

1. Change AR 600-20 to make annual Family Care Counseling mandatory for dual military parents.
2. Give dual military parent(s) the option to terminate military service and be able to retain benefits for years served.
3. Authorize alternate parent deployment policies.

ACTION Forwarded to TRADOC

Date:

TRADOC position: Returned

Recommendation 1 & 2 already exist.
Recommendation 3 needs expanding.

STATUS: Undetermined FY04

LEAD AGENCY:

SUPPORT AGENCY:

HIGH SCHOOL ISSUE # 03-12-02

ISSUE: Lack of education for counselors, parents, and military dependents on the Memorandum of Agreement (MOA) on the transfer of high school credits.

SCOPE: Parents, counselors and military dependents are not informed about the Memorandum of Agreement to Issue 191 from the AFAP Issue Update Book, 1 June 02. Due to lack of knowledge military dependents lost credits during transfer resulting in graduation delays.

RECOMMENDATION:

1. Organize educational seminars regarding MOA before school registration for counselors, parents and dependents.
2. Increase training for all counselors.
3. Enter all MOA related information on the Sierra Vista Public Schools Website.

REQUIRED ACTIONS:

1. Update website.
2. Provide training on MOA related topics.
3. Provide training for counselors.

MILESTONES:

1. Start of school year.
2. First Training 3 Sep.
3. By Dec. 03.

PROGRESS:

1 Website was updated with an informational report on SETS/MOA in school district. The website is at a standstill. No new information has been added. Webmaster will have to go on-site and extract information for the website. The district office updates calendar and human resources information.

2. Chart Your Course workshops by Dr. Mary Keller completed on 3 Sep 03. Over 100 parents were in attendance. The Next Chart Your Course workshop is scheduled for 4 Oct 04. This year the goal is to fill the lecture pod with approximately 150 participants.

3. Counselor professional development on MOA to be planned during Fall and to be implemented by Dec 03. Counselor positions were eliminated due to budget cuts. There are only four counselors for 2600 students. Nonetheless, The Transition Counselor Institute (second phase) is scheduled for 5 and 6 Oct 04.

STATUS: Complete FY04

LEAD AGENCY:

SUPPORT AGENCY:

HIGH SCHOOL ISSUE: #04-12-01

ISSUE: Teen Employment on-post (combined with issue #02-12.02)

SCOPE: There are not enough job opportunities on post for military connected

teens. Not only do teens need to earn money for extra-curricular activities, but they need job experience to open doors for future opportunities. Establishing financial independence is also important. Current Army/Air force Exchange Service (AAFES) and Non-Appropriated Funds (NAF) have a combined workforce of approximately 560 on Fort Huachuca. Out of that, only 17 are teen employees. Teens need to be better represented in the AAFES/NAF workforce.

RECOMMENDATIONS:

1. Create an employment board made up of post employers and teen representatives that have quarterly meetings to discuss teen employment.
2. Set an overall percentage goal for teen employment on post.
3. Reactivate and fund cooperative education programs at the high school, junior college and college levels.

REQUIRED ACTIONS:

MILESTONES:

15 April 2004 none

REQUIRED ACTIONS:

Updated 28 June 2004

1. Advertise summer hire positions for Directorate of Morale, Welfare and Recreation Non-appropriated Fund (NAF) summer hire positions for teens who are currently attending Middle School or High School.
2. The NAF Human Resources Office, in conjunction with the School Liaison Officer, work with the city of Sierra Vista schools to advertise and promote teen employment.
3. In order for the Appropriated Fund (APF) to participate in summer hire for teens, the program must be established by early January of each year in order to comply with federal regulations. This will be done by the Civilian Personnel Advisory Center (CPAC).

MILESTONES:

1. Completed
2. Completed
3. Ongoing

PROGRESS:

Updated 15 April 2004

1. AAFES-Participate in an Employee Board conducted by ACS.
2. All supervisors have been informed that discriminating against teen is a violation of EEO standards. They can disqualify them of hours available, but not on age. We informed them that our military community is our best asset worldwide for labor. And that the employee they train today could be the employee serving a customer in Germany tomorrow.

PROGRESS:

Updated 28 June 2004

1. There are currently 14 teens who are employed by the Directorate of Morale, Welfare and Recreation (NAF) in various activities to include the Mountain View Golf course, La Hacienda and Child and Youth Services.
2. The Teen Hire Program will require funding.
3. The advertisement of summer positions for teens has been completed. The School Liaison Officer has completed the task of working with the city schools to advertise and promote teen employment.
4. Currently determining key employment members and gathering background information in order to establish an employment panel.
5. Ongoing-while there is currently a hiring freeze on NAF positions, there are a total of 14 teens employed with NAF as Recreation Aids and based upon funding, and this number is expected to increase over time.

STATUS: Complete FY04

LEAD AGENCY:

SUPPORT AGENCY: CPAC/AAFES

**HIGH SCHOOL
ISSUE: #04-12-02**

ISSUE: Communication among Buena High School, parents and students

SCOPE: Communication continues to be overlooked between Buena, parents and students. As a Result of failed communication, parents and students are not informed of school calendar events, causing frustration between all parties involved.

RECOMMENDATIONS:

Advertise at least between 1500-1800 hrs the information from Buena Television "Channel +" (Calendar Events, Sports, Information, Meeting, etc.) on the Commander's Access Channel.

REQUIRED ACTIONS:

1. Have a Buena HS Town Hall hosted by Fort Huachuca (date TBD).
2. Develop calendar and information dissemination system to include: CAC, intranet, Scout.
3. Transfer the Building a Better Buena (B3) issue forum as a Student Council requirement and responsibility.
4. Continue to deliver, develop and improve systems and events to inform parents, teachers and counselors on issues and initiatives.

MILESTONES:

Principal has agreed to the Buena HS Town Hall with date and format TBD.

A one-stop interactive calendar has been developed and to be posted on the fort Huachuca Intranet. Calendar and event information will be on the CAC and Scout starting this summer. Buena HS campus information delivery will be coordinated with administrators and Student Council.

B3 will become part of Student Council and will promote more accountability and responsiveness to student needs. The Next B3 will be held in Feb. 04 prior to the post TEEN AFAP. The new Student-to-Student (S2S) curriculum has been pilot-tested and will go to

full implementation this summer and at the start of this school year.

The 2nd Annual Chart Your Course will be on Oct. 4th. Over 150 parents and students are expected. The 2nd Transition Counselor Institute will be held on Oct. 5th and 6th. This is do to educate and train counselors, teachers and parents on the School and Education Transition Services (SETS) Memorandum of Agreement (MOA).

Progress: NOTE: Previous issues #02-12.3 and #03-12.2 have been consolidated into this issue.

The planning aspect to fully implement the "milestones" is moving along well and will continue to take shape and grow in time for school registration activities and the new school year beginning.

STATUS: Active

LEAD AGENCY: Child & Youth Services
SUPPORT AGENCY: Sierra Vista Public Schools, Buena High School

**HIGH SCHOOL
ISSUE: #04-12-03**

ISSUE: Youth Hunting Program

SCOPE: There is no stand-alone program on Fort Huachuca for hunting skills. Youth need the opportunity to learn to hunt. This would promote more interest in hunting on post.

RECOMMENDATIONS:

1. Establish a youth hunting program.
2. Designate tags for youth.
3. Designate specific times for youth only hunting.

REQUIRED ACTIONS:

MILESTONES:

PROGRESS:

Updated 27 Sep. 04

1. This issue requires input from various MWR facilities and DIS.

2. The action is being worked to get DIS concurrence so we may develop the program and milestones.

3. More information should be available within a week.

PROGRESS:

Updated 22 Nov. 04

We have notified Mr. Les Woods that this issue has been assigned to him.

STATUS: Active

LEAD AGENCY: MWR

SUPPORT AGENCY: Recreation Division

FAMILY SUPPORT

ISSUE# 05-02-01

ISSUE: Consistent Duty Schedule

SCOPE: With constant worldwide deployments, services members and their families rely upon a predictable release time to accomplish personal affairs while in garrison. Without enforced scheduling consistency, there is increased family tension and stress. This results in service members losing motivation, cohesion and morale.

RECOMMENDATIONS:

1. Enforce consistent duty day schedules.
2. Move Family Time from Thursday to Friday to maximize the time for service members and their families.
3. Empower Commanders to use their discretion to release the Soldiers when the day's mission is accomplished.

REQUIRED ACTIONS:

Inform all Commanders and Command Staff of Concerns.

STATUS: Complete FY05. Commander's discretion based on current mission readiness. Family time will remain on Thursdays.

LEAD AGENCY: Garrison

SUPPORT AGENCY: Command Staff

**SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE# 05-05-04**

ISSUE: Extended Work Hours

SCOPE: There are critical shortages in various CMF's across the Army. As a result, it has become the norm for Soldiers to work 15-hour days at many installations. The current trend of increased work hours for service members is negatively impacting family members, contributing to a good percentage of vehicle accidents due to tiredness, increase stress for Soldiers who are returning from or alerted for long term deployments and increasing turnover rates at all skilled MOS'.

RECOMMENDATIONS:

Mandate off duty time for Soldiers no undergoing training, participating in an FTX or preparing for real-world deployments.

REQUIRED ACTIONS: None

STATUS: Complete FY05. Commander's discretion based on current mission readiness. Commanders and Command Staff have been informed of the concerns.

LEAD AGENCY: Garrison

SUPPORT AGENCY: Command Staff

**SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE # 05-05-07**

ISSUE: Lunch Schedule

SCOPE: Soldiers are only allotted one hour for lunch. Some Soldier's do not have POVs to go from one point to another and normally rely on other Soldiers to provide transportation but to a point not to affect what the individual has planned for their lunch period.

RECOMMENDATIONS:

Establish a set lunch period from 1130 to 1300 to enable personnel a healthy length of time to eat and do errands not able to complete after duty hours.

REQUIRED ACTIONS: None

STATUS: Complete F05. Commander's discretion based on current mission readiness.

LEAD AGENCY: Garrison
SUPPORT AGENCY: Command Staff

**SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE # 05-05-10**

ISSUE: Over Deployment for Service Members

SCOPE: Service members are spending too much time away from Home and family members.

RECOMMENDATIONS:

Raise the service requirement numbers for all services making the Armed Forces larger to handle the high op tempo that we have today.

REQUIRED ACTIONS: None

STATUS: Complete FY05. Defense Appropriations Bill raised the size requirement of the Armed Forces.

LEAD AGENCY: Garrison
SUPPORT AGENCY: Command Staff

**SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE # 05-05-12**

ISSUE: No Designated Permissive TDY Time to Move Household Goods into Living Quarters

SCOPE: Soldiers are given permissive TDY to house hunt but they are not given official authorized time to actually move their goods. Often the baggage comes in but Soldiers unpack during personal time rather than duty time. Many even take personal leave.

RECOMMENDATIONS:

1. Provide Commanders with authorization to give Soldiers permissive TDY to move household goods into their living space. Single Soldiers should be given 2 duty days. Married Soldiers should be given 5 duty days.

2. Establish this policy through Regulatory guidance.

REQUIRED ACTIONS: None

STATUS: Complete FY05. Commander's discretion. Requests need to be taken to the chain of command. Complaints should be taken to the Inspector General Office for further assistance.

LEAD AGENCY: Garrison
SUPPORT AGENCY: Command Staff

**CONSUMER SERVICES
ISSUE # 05-01-03**

ISSUE: Commissary Operating Hours

SCOPE: Current hours of operation may not allow Soldiers, single parents, working spouses and working retiree's access to the Fort Huachuca Commissary. Work schedules, formations and picking up children at childcare, make it difficult if not impossible to get to the Commissary before it closes. Varying closing hours also confuses the community. This forces a portion of the customer base to shop off-post. Operating hours are currently based on surveys conducted within the Commissary at time that do not fully represent the whole community.

RECOMMENDATIONS:

1. Adjust operating hours for Tuesday and Wednesday from 0800-1800 to 0900-1900.
2. Conduct a special survey outside of Defense Commissary Agency requirements focusing on reaching all segments of the local military community.

REQUIRED ACTIONS: None

MILESTONES:

22 March 2005 - Upon approval: The Commissary will begin the new operating hours as of 1 May 2005. Operating hours will be Tues. through Fri. from 0900-1900. Sat 1000-1800. Sun 1100-1700

STATUS: Complete FY05

LEAD AGENCY: DECA
SUPPORT AGENCY: None

CONSUMER SERVICES
ISSUE # 05-01-18

ISSUE: Hamburger Meat at the Commissary not Sold by Half Pound or One Pound Increments.

SCOPE: Most people cook in half pound or one pound increments; purchase 4.38 pounds of hamburger – you have this extra .38 pounds. You would need to increase what you feed your family or use the .38 pounds in another dish.

RECOMMENDATIONS:

Package the hamburger in half or one pound increments.

REQUIRED ACTIONS: None

STATUS: Complete FY05. Upon special request, the commissary will package the meat in ½ pound increments.. Machine calibrations do not allow for precise measurements.

LEAD AGENCY: DECA
SUPPORT AGENCY: None

CONSUMER SERVICES
ISSUE # 05-01-25

ISSUE: Commissary and AAFES Shoppette Prices

SCOPE: Different prices at the Commissary for perishable items, prices fluctuate to higher cost mostly during payday. Shoppettes at different end of post have different prices.

RECOMMENDATIONS:

1. Prices of items should be tracked and printed to show price fluctuations to see if claims are valid.
2. All Shoppettes prices should be the same for all three Shoppettes.

REQUIRED ACTIONS: None

STATUS: Complete FY05 and will continue to

monitor. Prices for Commissary are downloaded from Fort Lee, Virginia twice a month, every Wednesday night a survey is conducted, breakdown of Fry's, Safeway, Food City prices compared to Commissary price by price, consumer saving 20% - 30%, not a set standard price because headquarters determines the price for consumers, consumer pay the at cost price that the Commissary pays for the items, Post Exchanges charges on a profit basis and encourages off-post coupons. Ten percent (10%) of the profits from AAFES go to support MWR facilities and activities.

LEAD AGENCY: AAFES
SUPPORT AGENCY: DECA

SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE # 05-05-05

ISSUE: Promotion of SPC to SGT without Board or PLDC in Star MOS

SCOPE: Promotion to sergeant affects everyone in the military who would rely on a NCO to make decisions that impact a soldier's life. When you are a NCO and wear the rank, your actual Soldiering leadership abilities are assumed and they are counted on. This decision can prove detrimental to our cause.

RECOMMENDATIONS:

Promote Soldiers based on merit such as technical and tactical performance; allow the waivers for deserving Soldiers who have proved their abilities.

Adopt some of the Air Forces policies like competency testing.

REQUIRED ACTIONS: None

MILESTONES:

25 May 2005-This is a newly-fielded DA policy that was based on Army-wide shortage of NCOs.

STATUS: Complete FY05. There is a provision in DA Regulation 600-8-19 regarding exceptions to promotions.

LEAD AGENCY: Adjutant General
SUPPORT AGENCY: Personnel Division

**SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE # 05-05-17**

ISSUE: IMA or Garrison CSM Position
Assignments

SCOPE: Currently, the Post CSMs select their replacements on most posts across the Army, Garrison CSMs or IMA CSMs. This is affecting all CSMs in the Army because most Garrison CSMs end up being the same branch as the Post CSM. The new and old Ft. Huachuca CSMs are both MI.

RECOMMENDATIONS:

1. To keep a good balance on all posts, the Garrison CSM should be selected by the Regional IMA CSM or DA. The Garrison CSM's slate should be announced by DA or the Regional IMA CSM and allow all branches across the Army CSMs to compete and help prevent branches from dominating a particular post

REQUIRED ACTIONS: None

MILESTONES:

25 May 2005 - Recommendation that the Regional IMA be involved in this process is already in place.

STATUS: Complete FY05. There is no requirement that the Garrison CSM is to be from the Military Intelligence (MI) branch or that the Garrison Commander (GC) and the CSM are to be from the same branch. The Installation Management Agency (IMA) currently selects the Garrison CSM. The Garrison Commander is selected by IMA after consultation with the Installation Commanding General.

LEAD AGENCY: Adjutant General
SUPPORT AGENCY: Military Personnel
Division

**CONSUMER SERVICES
ISSUE # 05-01-19**

ISSUE: Bad Projector in Cochise Theatre

SCOPE: Projector goes out during the last 30 minutes of the movie

RECOMMENDATIONS:

1. Calibrate projectors
2. Purchase new projectors

REQUIRED ACTIONS: None

25 May 2005 - At the time this was written the theatre employed a projectionist that had a problem focusing the film. The employee has since left and this has been corrected and maintained. In addition a qualified technician maintains all projectors every 3 months and he ensures that the machinery operates at peak levels.

STATUS: Complete FY05.

LEAD AGENCY: AAFES
SUPPORT AGENCY: None

**CONSUMER SERVICES
ISSUE # 05-01-21**

ISSUE: PX Beauty Salon Prices

SCOPE: \$17 dollars for a haircut at the PX Beauty Salon versus \$10.95 for a haircut at Cost Cutters or Super Cuts. Why pay an additional \$6.05 for the same service?

RECOMMENDATIONS:

Lower the price to a comparable rate at the PX Beauty Salon

REQUIRED ACTIONS: None

STATUS: Complete FY05. The base rate for hair cuts is equal. The difference in price is due to the difference in care required for different hair types

LEAD AGENCY: AAFES
SUPPORT AGENCY: None

**CONSUMER SERVICES
ISSUE # 05-01-24**

ISSUE: PX Lack of Stock for Sale Items

SCOPE: The PX will put out a sale ad and then not have the items in the ad until a few weeks

later. You can get a rain check but it is a hassle to have to do that a lot.

RECOMMENDATIONS:

Better supply chain.

REQUIRED ACTIONS: None

STATUS: Complete FY05 and will continue to monitor. There are many reasons sale items do not arrive, but very few are controlled locally. Overseas items are detained longer at ports but AAFES continues to work with vendors on this problem. However, when we are out of a sale item a customer has recourses. They can get a Rain Check on regularly stocked items only, or they can make a substitution of the sale item not in stock. The substituted item will be sold to the customer at the same percentage discount as the one advertised (i.e. a 27" TV is advertised at \$299 on sale, regular price \$349, If it was out of stock, we would offer any size TV to that customer at 14 % off that particular TV's regular price.)

LEAD AGENCY: AAFES

SUPPORT AGENCY: None

**HOUSING/TRANSPORTATION
ISSUE # 05-03-07**

ISSUE: Storage for Two Vehicles During Overseas Restricted Location Assignment

SCOPE: The Army currently offers to pay for storage of one POV when a Soldier is assigned to restricted locations overseas. Most families have two or more POVs and end up paying out of pocket or selling one of the POVs at a reduced price to satisfy this PCS.

RECOMMENDATIONS:

Change Army policy to authorize the storage of two POVs per family to all members going to restricted areas overseas.
GOSC Issue 387 - completed, Reissued for #420 deemed unattainable due to costs in Oct 97. This is past the three-year rule and can be resubmitted.

REQUIRED ACTIONS: Recommended to be forwarded to Region for the FY06 conference.

MILESTONES:

STATUS: Pending

LEAD AGENCY: Not assigned

SUPPORT AGENCY: AFAP Program Manager

**SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE # 05-05-14**

ISSUE: Temporary Lodging and the 10-day TLE Allowance

SCOPE: This issue impacts every service member that PCSs into a new duty station. The allowance should be increased to 30 days. You can't always get housing within 10 days.

RECOMMENDATIONS:

Increase Temporary Lodging and the TLE allowance to 30 days.

REQUIRED ACTIONS: None

STATUS: HQ DA Issue # 455 – Issue was declared unattainable. A new AFAP issue will be crafted at DA level to address the impact of re-stationing Soldiers and families. From Installation level, not able to submit this issue.

LEAD AGENCY: Not assigned

SUPPORT AGENCY: AFAP Program Manager

**SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE # 05-05-19**

ISSUE: Increase Pay for Designated Ranks

SCOPE: There is currently no pay raise for a soldier wearing CPL, 1SG, CSM, or officers in command like CPT, LTC, COL, etc. This affects all the soldiers who accept these ranks and positions and do not get paid any more than their counter-parts. This is a running joke on the enlisted side (why take a rank and not get paid anymore). These ranks and positions are responsible for more and are challenged to do more.

RECOMMENDATIONS:

Instead of creating a new E-Grade or O-Grade

just use a step system like the GS pay system. Example, a CPL would get E-4, step-5 pay and a 1SG would get E-8, step-5 pay, commanders would get CPT, step 5 pay, and so on.

REQUIRED ACTIONS: None

STATUS: Complete FY05

LEAD AGENCY:
SUPPORT AGENCY:

BENEFITS/ENTITLEMENTS/RETIREMENT SERVICES
ISSUE # 05-07-01

ISSUE: Basic Allowance for Subsistence (BAS) for all Soldiers

SCOPE: Permanent party Soldiers, E6 and below, residing within the barracks, are currently being issued meal cards that can only be used in the dining facility (DFAC). The Army dining facility is unable to provide adequate times and variety of meals to accommodate Soldiers' diverse missions and after-duty activities. The Soldier cannot choose when and where they eat. The current system withholds BAS without providing adequate alternatives.

RECOMMENDATIONS:

1. Amend the policy to provide BAS for all Soldiers upon completion of Initial Entry Training (IET); maintain meal card system for trainees and command directed Soldiers.
2. Modify the DFAC to become a pay as you go cafeteria system with improved hours to support Soldiers and civilian employees' schedules/missions.
3. Aggressively market modified DFAC/cafeteria to make it the post community choice for dining.

REQUIRED ACTIONS: None

MILESTONES:
21 March, 2005- CG decided not to forward this issue to MACOM.

STATUS: Unattainable FY05

LEAD AGENCY:

SUPPORT AGENCY:

HOUSING/TRANSPORTATION
ISSUE # 05-03-01

ISSUE: Housing Policies and Standards on Fort Huachuca

SCOPE: Residents have concerns that many housing policies and standards are not being enforced consistently:

- a. Yard Maintenance
- b. Recreational vehicles
- c. Fences
- d. Personal playground equipment
- e. Satellite dishes

RECOMMENDATIONS:

1. Publish standards and policies that reflect current expectations for residents and enforce them equally in all housing areas.
2. Issue a copy of current post housing policy to residents upon acceptance of quarters.

REQUIRED ACTIONS: None

MILESTONES:

1. Garrison Commander signed policy 27 April 2005 reflecting standards which encompasses all these issues previously published under individual letters.
2. Completed FY04 by providing the website which contains all housing policies. Soldiers are required to sign a statement that acknowledges they have been advised of the website and their responsibilities to adhere to policies.

STATUS: Complete FY05

LEAD AGENCY: DPW
SUPPORT AGENCY: Housing Division

HOUSING/TRANSPORTATION
ISSUE # 05-03-06

ISSUE: Housing Construction

SCOPE: New housing is not being constructed

on Ft. Huachuca. The junior enlisted, senior enlisted and officers are forced to lease or buy houses off post due to the slow or no construction of new houses on post. This has driven the price of houses up in the surrounding areas. MI is building temporary billets for Soldiers attending school but the post is not tearing down any housing or rebuilding any new ones.

RECOMMENDATIONS:

1. Concentrate on building housing for permanent party.
2. Have the Construction Chief publish the construction time-line in the Huachuca Scout or by other means.

REQUIRED ACTIONS: None

MILESTONES:

New housing for permanent party personnel is being planned every year for the next four years. There has been a delay in the FY04 project construction due to unforeseen circumstances. If we had published the original construction schedule as planned, it would already be incorrect. Construction delays can occur at any time or for many reasons; therefore only general information is published until firm completion dates can be projected. We try to keep the public informed to the best of our ability as soon as possible.

STATUS: Complete but will continue to monitor and report progress

LEAD AGENCY: DPW

SUPPORT AGENCY: Housing Division

**HOUSING/TRANSPORTATION
ISSUE # 05-03-08**

ISSUE: Standards for Yard Maintenance in Housing on Fort Huachuca.

SCOPE: Standards for yard maintenance in housing areas on post are not enforced equally. Families living in highly visible areas can be harassed by housing inspectors while families living in lower trafficked areas may not be inspected at all. If a Soldier is brought under a higher level of inspection than others that

Soldier is being singled out and could result in a higher chance of a citation. The Soldier may be mowing his yard weekly but due to the higher level of scrutiny the standard is difference than a Soldier who lives in an out of the way location.

RECOMMENDATIONS:

Yard maintenance standards and inspection process needs to be reviewed. Standards for yard maintenance must be the same no matter where you live on post.

REQUIRED ACTIONS: None

MILESTONES:

Standards are the same for all areas. Inspections are conducted and citations are issued on Thursdays. Occasionally, tour routes or main roads are given special emphasis as command dictates. Housing enforces standards, not develop them. Enforcement is not harassment; it is doing the job the Garrison Commander has directed us to do.

STATUS: Complete FY05. Garrison Commander signed the policy on 27 April 2005 reflecting standards, which encompasses all these issues previously published under individual letters. Housing policies can be viewed on the Fort Huachuca website.

LEAD AGENCY: DPW

SUPPORT AGENCY: Housing Division

**HOUSING/TRANSPORTATION
ISSUE # 05-03-09**

ISSUE: Coal Bins behind Quarters on Grierson Avenue and Henry Circle

SCOPE: The historical coal bins behind the quarters on Grierson Avenue and Henry Circle have small square openings at the base of the bin. The opening allows snakes, animals and insects to make homes in these bins. Therefore; the bins become a safety issue for the families living in these quarters.

RECOMMENDATIONS:

Close the openings of the bins with screening (hardware cloth), this would not be a permanent change thus falling within the Historic

Guidelines used by the State Historic Preservation Office.

REQUIRED ACTIONS: None

STATUS: Complete FY05. Residents who feel this is an issue are encouraged to call in a service order.

LEAD AGENCY: DPW

SUPPORT AGENCY: Housing Division

**HOUSING/TRANSPORTATION
ISSUE # 05-03-15**

ISSUE: Landscaping on Post

SCOPE: In Prosser Village and other areas, the trees and shrubs are over grown and ungroomed. This is a hazard at cross walks especially you cannot see people approaching the cross walks.

RECOMMENDATIONS:

Trim and cut shrubs so drivers can see personnel approaching the cross walk.

REQUIRED ACTIONS:

1. Submit work orders for service and maintenance.
2. Prepare a new contract for recurring maintenance on landscaping.

MILESTONES:

1. Work orders submitted April 05
2. New contract will include recurring maintenance for landscaping.

STATUS: Complete FY05

LEAD AGENCY: DPW

SUPPORT AGENCY: Operation and Management

**HOUSING/TRANSPORTATION
ISSUE # 05-03-14**

ISSUE: Need for Safety Corridors

SCOPE: No Continuous side walks, speed bumps within school zones, bike paths. This impacts the safety of all drivers and pedestrians on post.

RECOMMENDATIONS:

1. Continuous side walks from all housing areas to the PX/Commissary, schools.
2. Construct bike paths in around housing areas and traffic areas to include entrances/exit of post.

REQUIRED ACTIONS: None

MILESTONES:

1. Plan has been developed and will be implemented, as funds are available or phased as funding is available.
2. As funding becomes available.

STATUS: Complete FY05. As new housing areas are renovated, lighted sidewalks are added to connect the housing areas to community areas. Construction of bike paths on post has so far proven to be too costly but will continue to be assessed. Speed bumps have not been proven to be effective speed control devices and are not planned for installation.

LEAD AGENCY: DPW

SUPPORT AGENCY: Housing Division/ EP&S

**INSTALLATION SUPPORT/
EMPLOYMENT/CIVILIAN
ISSUE# 05-08-11**

ISSUE: Turning Left on Hatfield at Dividing Cones

SCOPE: People who work on the inbound side of Hatfield are made to turn right and go up to the Commissary parking lot in order to turn around and head the right direction to go off post. The housing area across the street is closed so that turning left should not be an issue.

RECOMMENDATIONS:

1. Take down the cones.

2. Open an additional way to the light at Hatfield and Irwin.

REQUIRED ACTIONS: None

MILESTONES:

Traffic cones were placed in the designated areas at the request of the Military Police for safety reasons. We will coordinate with the department to see if these devices are still required. If not required, these devices will be removed.

STATUS: Unattainable FY05. Review in 3 years. Turning left onto Hatfield remains a traffic safety hazard.

LEAD AGENCY: DPW
SUPPORT AGENCY: EP&S

CONSUMER SERVICES
ISSUE # 05-01-12

ISSUE: Lack of Shower Curtains in BFH Women's Locker Room

SCOPE: The lack of shower curtains in BFH women's locker allows for children utilizing the indoor swimming pool to view naked women. This impacts both the women and the children. This is an issue particularly when there is a small boy too young to find his way to the pool in the male locker room or to use the bathroom without assistance. He will walk through the women's locker room and the showers are open to the locker room. Some people refuse to use the fitness center due to this lack of privacy.

RECOMMENDATIONS:

Put shower curtains in the fitness centers, particularly BFH.

REQUIRED ACTIONS:

1. Purchase and install shower curtains.

MILESTONES:

1. Shower curtains installed March 05.

STATUS: Complete FY05

LEAD AGENCY: MWR
SUPPORT AGENCY: Recreation Division

CONSUMER SERVICES
ISSUE # 05-01-15

ISSUE: Lack of a Family Friendly Swimming Pool on Ft. Huachuca

SCOPE: With the closure of Grierson Pool, there is no place on Ft. Huachuca for small children to swim. Grierson Pool has a shallow end as well as a baby pool. Irwin is in a troop area and not suitable for small kids (no shallow end). Barnes is a troop pool. Army rules don't allow for flotation devices.

RECOMMENDATIONS:

1. Open Grierson pool now – don't wait for June or open during summer months along with Irwin.
2. Charge admission/season passes.
3. Offer swimming lessons.
4. Train lifeguard @ age 15.
5. Open a "snack bar" and allow teens to run it.
6. Convert and heat Irwin Pool.

****** If Grierson pool is not going to re-open, it would be better to turn that area into something else than have the pool sitting there full of water and unused. Drain it and cover it or make it into a picnic area so that people are not irritated every time they pass by it. Also, provide advertising for and coupons to the Cove Aquatic Center in Sierra Vista as an alternative swimming venue for families with small children.

REQUIRED ACTIONS:

MILESTONES:

For reasons of safety and cost of repair, the Grierson pool will not reopen. All efforts will be made to accommodate all ages of MWR patrons at Irwin and Barnes Field House pools. Irwin pool is located adjacent to Hall Circle and is open during the summer months only.

STATUS: Complete FY05

LEAD AGENCY: MWR

SUPPORT AGENCY: Recreation Division

CONSUMER SERVICES

ISSUE # 05-01-23

ISSUE: No Outside Food in Desert Lanes Bowling Center

SCOPE: You are not allowed to bring outside food into the bowling center. You have to buy from Jeannie's Diner. Food selection is boring and the coffee is bad.

RECOMMENDATIONS:

1. Allow outside food into the bowling center.
2. Have Jennie's Diner offer different variety of food.
3. Make sure the coffee and drinks are fresh.

REQUIRED ACTIONS: None

MILESTONES:

1. Outside food and beverage is not allowed in a MWR facility in accordance with AR 215-1 Section 8-18 paragraph a-c, with the exception of prior approval for cakes for special activities. In Oct 04 the bowling center started enforcing this policy.
2. Jeanie's Diner will have a new evening menu for the bowlers. A survey will be implemented for food requests.
3. As of April 05 the coffee is being changed every 15 minutes to prevent it from breaking down.

STATUS: Complete FY05

LEAD AGENCY: MWR

SUPPORT AGENCY: Business Operations Division

CONSUMER SERVICES

ISSUE # 05-01-26

ISSUE: Age Requirements for Dependents at

Barnes Field House

SCOPE: Currently the age is 17 for dependents that can be in the gym without parental supervision.

RECOMMENDATIONS:

1. Lower the age to 14. They should be allowed to use the gym and basketball courts.
2. Make the parents responsible/accountable for their children.
3. Incorporate a youth gym at the Youth Center.

REQUIRED ACTIONS: Recommended to be forwarded to Region for the FY06 conference.

MILESTONES:

25 May 2005 - The gymnasiums primary customer is the active duty soldier. A policy letter dated 2003 from South West Region Office specifically lays out the age requirements for gym usage. This is not a local policy. There are many areas in and around post for youth to participate in an unorganized sport with or without their sponsor present. The Youth Services offers many programs for young family members ages 12-17.

STATUS: Pending

LEAD AGENCY: Not assigned

SUPPORT AGENCY: AFAP Program Manager

**SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE # 05-05-18**

ISSUE: Hotel Billeting

SCOPE: Fort Huachuca does not have a large hotel on base. Currently, this affects new personnel who have to go down town, TDY personnel, most large conferences held here, and visitors from all over. The current on post hotel/billeting is not big enough and it does not give a good first impression for new personnel. This post gets large numbers of visitors and should have accommodations to adequately take care of everyone.

RECOMMENDATIONS:

Remodel the old Officer's Club and have a new hotel built in its place. This hotel could be contracted or the Government could build and run it. The hotel needs to be built big enough to accommodate all new personnel, boxing personnel, retirees visiting and TDY personnel with conference rooms. The hotel should resemble the one constructed overseas like the Dragon on Korea or the new hotel built at Ft. Hood. This would make the post more money and give a great first impression.

REQUIRED ACTIONS: None

MILESTONES:

25 May 2005 - The current lodging facility contains 284 rooms. Army Lodging Wellness Assessment has been completed and it has determined that the required number of rooms for this post is 396. The current timeline has yet to be determined. The decision to construct a new facility will be determined by the Army Lodging Wellness Assessment and the Privatization of Army Lodging (PAL). The site for the proposed hotel is the current land occupied by the Lakeside building. The initial conception of the building contains 2 wings (4 stories each) radiating from a central 5-story section. The building entrance would face the same way as Lakeside does now. At the rear of the building a children's playground would be located. The pond would remain as a focal point.

The estimate date for privatization for lodging here at Ft. Huachuca is in FY09-FY10. However, this has been changed to allow for the PAL program to be put in place first and have the contractor be responsible to renovate or construct a facility to meet the Wellness Plan requirements. Construction not scheduled at this time. Date to be determined by PAL.

STATUS: Complete FY05

LEAD AGENCY: MWR

SUPPORT AGENCY: Army Lodging

YOUTH SERVICES/EDUCATION

ISSUE# 05-06-03

ISSUE: Lack of Appointed Representation on Fort Huachuca School Board

SCOPE: The parents, children and teachers of Ft. Huachuca Accommodation Schools have no authoritative representation on the School Board. This is due to an archaic state law (Title 15) that does not serve the current or future needs of Ft. Huachuca's population.

RECOMMENDATIONS:

1. Propose legislation that establishes a governing board structure.
2. Establish a multi-member board representing the Ft. Huachuca population. This board must have the same authority as any other governing school board in the State of Arizona.

REQUIRED ACTIONS: None

MILESTONES:

25 May 2005 - This is a state law issue and cannot be changed by AFAP. People interested in changing the current policy need to contact the State.

STATUS: Complete FY05. Fort Huachuca is satisfied with the relationship it has with the Accommodation School District.

LEAD AGENCY: MWR

SUPPORT AGENCY: Child and Youth Services

YOUTH SERVICES/EDUCATION

ISSUE # 05-06-04

ISSUE: High School on Fort Huachuca

SCOPE: Fort Huachuca needs a high school on post. This impacts the kid's education on Fort Huachuca and in Sierra Vista. Buena cannot handle all the students. Traveling to Tombstone High School is not a viable option. The post needs a high school.

RECOMMENDATIONS:

Add onto Meyer school and move all Johnston students K-6th to Meyer. Then add to Smith or Johnson and move the high school students back on post. Take Johnson and build a new high school in that location or move the middle

school there and build a new high school where Smith is located.

REQUIRED ACTIONS: None

MILESTONES:

25 May 2005 - Systems are available that if they are aware of families arriving in the area with high school students they can help to provide the classes that the student needs. Things are improving. If Buena meets the threshold of enrollment two years in a row the State can consider a new school being built. Alternative school is currently planned for and possibly built in 2006. Location will be on the same campus as Buena.

STATUS: Unattainable FY05. Will continue to monitor enrollment threshold for future needs.

LEAD AGENCY: MWR

SUPPORT AGENCY: Child and Youth Services

YOUTH SERVICES/EDUCATION

ISSUE # 05-06-12

ISSUE: Child Care Waiting List

SCOPE: Parents cannot place their children on the waiting list for childcare unless both parents are employed. For spouses seeking employment this delays their ability to secure childcare and therefore accept a job. This is especially challenging when all the FCC infant slots are full.

RECOMMENDATIONS:

1. Allow parents to place their child's name on the waiting list so that when the spouse is employed, he/she can secure childcare and begin the job as soon as possible.
2. If their name comes up and the spouse has not found a job, then the slot is presented to the next name on the list and the first name does not lose place on list.

REQUIRED ACTIONS: None

MILESTONES:

25 May 2005 - Current policies are already in place. Anyone can go on the waiting list. One

spouse employed and one non-employed spouse is a priority 3. The customer is required to call in every 30 days to update their information. Once a job is secured or a spouse is enrolled in school their status changes to a priority 1-A, B, or C. If viable care is offered (FCC home, etc) and turned down, then the customer is placed on the preference for care list still using the original sign up date with no loss of time.

STATUS: Complete FY05

LEAD AGENCY: MWR

SUPPORT AGENCY: Child and Youth Services

YOUTH SERVICES/EDUCATION

ISSUE # 05-06-13

ISSUE: Extended Daycare Hours

SCOPE: Virtually no extended daycare is provided on or around Ft. Huachuca. This negatively impacts unit readiness for all units, soldiers on Fort Huachuca due to 24-hour work schedules.

RECOMMENDATIONS:

1. Recruit specifically for FCC providers willing to provide extended care.
2. Increase hours at the CDC and SAS.
3. Reduce work schedules to meet daycare-operating hours.

REQUIRED ACTIONS: None

MILESTONES:

25 May 2005 - FCC has providers in place who offer evening and weekend care. Hours cannot be increased at SAS and CDC due to current policy. CYS has no authority to reduce work schedules for military units.

STATUS: Complete FY05

LEAD AGENCY: MWR

SUPPORT AGENCY: Child and Youth Services

**INSTALLATION SUPPORT/
EMPLOYMENT/CIVILIAN
ISSUE# 05-08-07**

ISSUE: Pool Cover at Irwin Pool

SCOPE: The pool cover at Irwin pool has collected a significant amount of water on top of the cover. The rainwater that collects during monsoon season creates a mosquito breeding ground together with the housing area trees creates an ideal breeding place for West Nile Virus.

RECOMMENDATIONS:

Drain the pool cover or place an alternative cover on top of the pool, something that does not allow water to collect and stand.

REQUIRED ACTIONS: None

MILESTONES:

25 May 2005 - The pool cover at Irwin Pool meets all necessary safety and health standards. Chemicals and water circulation work to keep this from being a breeding ground for mosquitoes.

STATUS: Complete FY05

LEAD AGENCY: MWR
SUPPORT AGENCY: Recreation Division

**INSTALLATION SUPPORT/
EMPLOYMENT/CIVILIAN
ISSUE# B-05-08-08**

ISSUE: MWR Box Office Ramp

SCOPE: The concrete ramp is very steep and in need of repair. This is an issue for people that need to use walkers, wheelchairs, canes and the elderly.

RECOMMENDATIONS:

Reduce the steepness of the ramp and repair the concrete.

REQUIRED ACTIONS: None

MILESTONES:

25 May 2005 – The MWR Box Office (ITR) moved to it's present location in MWR Rents building #70194. Handicap access is more accessible.

STATUS: Complete FY05

LEAD AGENCY: MWR
SUPPORT AGENCY: Recreation Division

**TEEN WORKGROUPS
ISSUE # 05-H1-03**

ISSUE: Family Restaurant

SCOPE: Fort Huachuca needs a family restaurant where families can sit down, relax and eat dinner close. Most eating establishments on post are fast food and have irregular hours. Families, Soldiers, civilians, guests, teens and retirees would all benefit. Provides job opportunities and potential income to MWR. Parents would benefit by not having to cook dinner or drive long distances to find food choices.

RECOMMENDATIONS:

1. Open a family-style restaurant on Fort Huachuca.
2. Designate an area in the Thunder Mountain Activity Center or other MWR facility to be a restaurant and offer dinner meals.
3. Execute a contract with a franchise to operate on Fort Huachuca.

REQUIRED ACTIONS: None

MILESTONES:

25 May 2005 - Operating a family-style restaurant is costly and has a limited market. The Lakeside Activity Center and the La Hacienda both offered a family-style restaurant that was not supported by the local community. Community and Family Support Center (CFSC) has a contract with the TGIF Restaurant chain to bring a franchise on Army installations. We are looking into this possibility. No other commercial interest has been found.

STATUS: Unattainable FY05

LEAD AGENCY: MWR
SUPPORT AGENCY: Business Operations
Division

**SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE # B-05-05-08**

ISSUE: Physical Training in Housing Areas

SCOPE: Soldiers doing physical training in the early morning hours in housing areas are against post policy. This impacts anyone living in quarters on Ft. Huachuca. Some Soldiers may have just gone to sleep when other are running through their neighborhood shouting to one another or calling cadence. This is basically disturbing the peace and creates traffic issues.

RECOMMENDATIONS:

Physical training in housing is against FH Regulation 600-2. Regulations should be enforced to include Reservoir Hill. This could easily be resolved with a letter to Brigade Commanders.

REQUIRED ACTIONS:

Current policy already in place. Garrison Commander to distribute an enforcement memorandum to all commanders. Update at next meeting.

MILESTONES:

26 July 2005 – Commanders have been reminded that physical training is allowed within the housing areas but calling cadence is prohibited.

STATUS: Complete FY05

LEAD AGENCY: Garrison
SUPPORT AGENCY: Unit Commands

**MEDICAL/ DENTAL
ISSUE# B-05-04-03**

ISSUE: Access to Medical Appointments

SCOPE: The inability to access timely acute care and routine appointments results in inadequate medical care for all active duty,

family members and retirees.

RECOMMENDATIONS:

1. Fix medical appointment system.
2. Provide extended care on a 24/7 basis by establishing an urgent care clinic to support the force.

MILESTONES:

15 July 2005 - An Information paper was prepared stating the following facts:

- a. Raymond W. Bliss Army Health Center (RWBAHC) will remain a health center with no emergency room (ER) capability.
- b. Same day appointments in Family Care Clinic (FCC) close out within 15 minutes of opening phone lines.
- c. The Health Center is understaffed with family practice and internal medicine providers.
- d. Recruitment of family practice physicians utilizing the DAC has been unsuccessful.
- e. The Health Center's current budget will not support the costs associated with extending hours or an urgent care clinic.
- f. Major General Barbara Fast was provided an Access to Health Care Course of Action (COA) briefing on 9 June 2005. MG Fast was briefed that RWBAHC has initiated contracts to hire two additional providers (1-Internal Medicine and 1-Family Practice) to increase appointments during normal duty hours. The projected date of arrival/employment of these providers is 1 October 2006.
- g. The COA briefing was forwarded to the Great Plains Regional Medical Command (GPRMC) with the request to provide funding (Approx \$600K) to expand current hours of operation. The expansion of primary care hours will enable RWBAHC to meet access, provide after hours urgent care, and recapture emergency room and urgent care clinic visits.
- h. The Health Center has not received funding to support this unfunded requirement (UFR) as of 15 July 2005.

i. On 15 July 2005, a talking paper was forwarded to GPRMC outlining the request for funds to capture urgent care being provided by Sierra Vista Regional Health Center and Arizona Family Care and Associates. The subject of the talking paper was Expansion of Primary Care Hours to Capture Urgent Care Going to the Local ER and Urgent Care Clinic.

22 July 2005 – An Information paper was prepared stating the following facts:

a. In April, 2005, the TRICARE network providers list showed there are 11 mental health providers in the Sierra Vista community. This includes 3 Applied Behavior Analysts, 3 Psychiatrists (2 of whom see children), 2 Psychologists, and 3 Certified Social Workers.

b. There are 2 additional psychiatrists (one of whom sees children) who are in Benson and one more psychologist in Bisbee (Benson, approximately 30 minutes away; Bisbee, approximately 40 minutes away).

c. The remoteness of Ft Huachuca has limited the availability of mental health services. To provide a more timely appointment, patients may be referred to Tucson. Patients may also be referred to Tucson for specialized mental health services such as neuropsychiatry.

d. While there are mental health providers in the Tucson area which gives us further resources, travel is inconvenient to the patient. In addition, it is not far enough for patients to be eligible for travel reimbursement, which requires a 100 mile distance.

e. The closest significant military facility is WBAMC, which is approximately 365 miles away in El Paso. Patients are sometimes referred there in specific cases.

f. Mental health services at this medical treatment facility were expanded through an increase of available contracted FTE when we experienced the TNEX transition in October, 2004. In spite of that, the Chief, Behavioral Health, has indicated that services which previously included active duty and family members has been reduced to only include active duty patients, due to the demand for care.

g. MTF staff and TRIWEST network

representatives remain alert to any opportunity for new providers that may be recruited to offer additional services to our patients in this geographic area.

STATUS: Complete FY05

LEAD AGENCY: MEDDAC

SUPPORT AGENCY:

**MEDICAL/DENTAL
ISSUE # B-05-04-09**

ISSUE: Appointments in Pediatric Clinic for More than One Child

SCOPE: If two children in one family have an appointment in the clinic, two parents are expected to come for the appointment. While we understand the wisdom behind leaving “well children” at home, if both children are being seen, one parent should be able to bring them both. Spouses are often not available and parents are being told they must have two adults there, one for each child. This is an extreme hardship for some families that do not have extended family here to help.

RECOMMENDATIONS:

Allow one parent to bring in both children with appointments and have the appointments at the same time or right after the other so that the children can be seen at the same time.

MILESTONES:

25 May 2005 – Procedures in place to provide concurrent appointments.

22 July 2005 - An Information paper was prepared stating the following facts:

a. RWBAHC leadership identified a need to revise its requirement for more than one adult to be present when more than one child is being seen in the Pediatric Clinic.

b. One adult may bring in more than one child. Chief, Pediatrics agreed that having two adults present is an undue hardship for the average family.

c. Effective immediately, only one adult is required to bring in more than one child for

Pediatrics appointments.

STATUS: Complete FY05

LEAD AGENCY: MEDDAC

SUPPORT AGENCY:

MEDICAL/DENTAL

ISSUE # B-05-04-10

ISSUE: Prescription Pick-up for Dependent ID Cardholders (children)

SCOPE: Parents with ID cards cannot pick up their children's prescriptions without the child's ID card. This causes problems because teenagers need to keep their ID cards with them. Teenagers can fill out a form giving parents permission to pick up the prescription. Parents are morally and financially responsible for their children until they reach adulthood. The children cannot get an appointment unless they are registered in DEERS.

RECOMMENDATIONS:

Parent ID card holders should be allowed to pick up their children's prescriptions without the child's ID card or "permission from the child".

MILESTONES:

25 May 2005 - One time form for use as long as the family member is at the duty station. Provide an Information Paper for next meeting.

20 July 2005 – An Information paper was prepared stating the following facts:

a. Raymond W. Bliss Army Health Center (RWBAHC) has always allowed parents to pick-up medications for dependent children.

b. If the child is between the ages of 10-16, the parent may present an ID card, a copy thereof, or a statement of eligibility, obtained from the PAD (patient administration division) office to confirm current eligibility in DEERS. Following this process helps insure proper patient identification, which is one of the National Patient Safety Goals, and a primary goal of RWBAHC.

c. For children over 16, a form with a copy of their ID card and their signature exists for

parents and other agents of the patient to pick up prescriptions on their behalf.

d. This form addresses eligibility and HIPAA (Health Insurance Portability Accountability Act) issues for patients 16 and over.

STATUS: Complete FY05

LEAD AGENCY: MEDDAC

SUPPORT AGENCY:

MEDICAL/DENTAL

ISSUE # B-05-04-11

ISSUE: R.W. Bliss Health Centers Pharmacy cannot Handle the Volume it Receives.

SCOPE: Extreme length of time it takes to pick up a prescription. Most days it is a 1-2 hour wait. Now it is at least two days to pick up a refill if it is not on a long weekend.

RECOMMENDATIONS:

1. Priority Active Duty only uses 1 window. They wait in line only behind themselves. This leaves the remaining windows for everyone else.

2. Two separate entrances to the pharmacy, one for active duty and the other for civilians and retirees using the same location for medication control.

3. Have satellite pharmacies networked so that a prescription written at the base clinic could be filled at any satellite location.

4. Discontinue the Active Duty priority service.

REQUIRED ACTIONS:

Provide an Information Paper for what has been accomplished.

MILESTONES:

1. Hired additional staff. Waiting time is down to 14 minutes

20 July 2005 – An Information paper was prepared stating the following facts:

a. Wait times at the pharmacy have

significantly decreased over the past year through improved resource management and increased staffing.

b. Implementation of several cost saving measures has increased pharmacy inventory/drug availability and decreased the need of patients to return to the pharmacy to pick up medications owed to them.

c. Since January 2004, there has been a net gain of 0.8 FTE Pharmacist, and 2 technicians, thus improving efficiency of the pharmacy.

d. Patients served in June 2005 had an average wait time of 20 minutes or less.

e. AFAP recommendation that one window be used for active duty has been in place for over one year.

f. An additional priority number has been established to expedite access for "same day surgery" patients from RWBACH or other facilities so they will not have to wait if they are in pain.

STATUS: Complete FY05

LEAD AGENCY: MEDDAC

SUPPORT AGENCY:

**MEDICAL/DENTAL
ISSUE# B-05-04-12**

ISSUE: Pharmacy's Refusal to Allow Prescriptions Supplying more than 30 days of Medication at One Time.

SCOPE: Pharmacy will not allow more than a 30-day supply of medication at one time. Some medications are long standing and this causes the patient to return every month for a refill. This wastes the patient's time and causes backup at the pharmacy and military medical clinic.

RECOMMENDATIONS:

1. Fill prescriptions as prescribed, i.e. 90 days to reduce the return trips for refills or new prescriptions.

2. Allow blood pressure, cholesterol and continuous medications to be written for a 90-

day supply at a time with allotted refills.

3. Publish article in Scout regarding the plans to make the pharmacy more efficient.

REQUIRED ACTIONS:

Provide a Fact Sheet

MILESTONES:

20 July 2005 – An Information paper was prepared stating the following facts:

a. RWBACH Pharmacy has historically filled and presently fills the majority of prescriptions as written for up to 90 days.

b. Some prescriptions, such as those for medication under FDA Schedules II-V (narcotics) are filled for 30 days as determined by RWBACH policy.

c. In May 2005, the RWBACH P&T committee adopted an additional list of several medications to fill for 30 days due to patient safety, procurement, manpower required to fill the prescriptions, and availability issues. See attached listing of medications provided in 30 day supply. Medications are reviewed individually and by class to determine whether they should be assigned 30-day status.

d. This list is reviewed at P&T level not less than annually and more often as required.

e. RWBAHC has a very active third party reimbursement program, which is used in part to extend pharmaceutical services. Third Party reimbursement will not occur if a prescription is filled for more than 30 days, resulting in lost revenue and resources for the beneficiaries of RWBACH. Despite this fact, it was determined by the Chief, Pharmacy Services and the P&T Committee that the facility would not go to a mandatory 30 fill policy on all medications. There are DoD facilities that currently mandate a 30-day supply on all medications for this reason and to maximize pharmaceutical dollars spent within their catchment area.

f. Patients requiring an exception to the 30 day fill policy on their medications may so request via the Chief, Pharmacy Service.

STATUS: Complete FY05

LEAD AGENCY: MEDDAC
SUPPORT AGENCY:

CONSUMER SERVICES
ISSUE # B-05-01-07

ISSUE: Larger Variety at the Post Exchange

SCOPE: The PX on Fort Huachuca is severely limited and it impacts everyone with an I.D. card. Other bases of equal size have larger facilities. The entire portion of the PX is not being fully utilized. Some of the current vendors have odd closing hours – like Frank's Franks – 2 p.m.

RECOMMENDATIONS:

1. Bring in new vendors like Cinnabon and Pretzel Mania.
2. Change around merchandising areas to keep customers looking at different merchandise.
3. Receive better quality items like higher count bed sheets, luxury items.
4. Build a new PX.

MILESTONES:

26 July 2005

1. Build a new Post Exchange and add new food vendors. AAFES is slated to receive a new complex in 2008. This complex will have space for more food vendors and merchandise inside.
2. Change around merchandise areas to keep customers looking at different merchandise. A large amount of studies goes into how a retail store is laid out. Traffic flow of females, males, youth, and retirees are plotted and merchandise is laid out in order to gain the best/optimal exposure to the appropriate demographic. However, there are two areas that change almost monthly in order to promote different part of the store. The seasonal area across from the jewelry counter changes monthly with whatever event is pertinent. The front of the store is changed out bi-weekly in order to insure a fresh image when the customer arrives.

3. Receive better quality items. The volume of sales determines the amount and type of merchandise carried in store. To compare a store like Fort Hood to Fort Huachuca is not a fair comparison as Fort Hood has many times the population that Fort Huachuca has. The inventory levels based on sales allows the store to continue to operate at a profitable level and therefore to continue to provide MWR the dividends they require to operate morale activities for all Soldiers and families. However, any item that is carried at Fort Hood or any AAFES store can be special ordered for a specific customer. Depending on the manufacture, it could take from seven days to six weeks to receive, but the cost savings would far out weigh the wait.

4. Unable to sustain profits in Cinnabon or Pretzel Mania.

STATUS: Complete FY05

LEAD AGENCY: AAFES
SUPPORT AGENCY:

CONSUMER SERVICES
ISSUE # B-05-01-09

ISSUE: Food Choices on Fort Huachuca

SCOPE: With over 14,000 personnel on post, there are not enough food vendors to keep up at peak times. The quality is also sub-par. The vendors are too congregated and cause traffic and long waits. There are no food options for over 600 at Black Tower.

RECOMMENDATIONS:

1. Get more vendors.
2. Implement quality checks.
3. Stagger major command lunch hours.
4. Provide services to Black Tower

REQUIRED ACTIONS:

1. Address the issue of not enough food operations.
2. Address the issue of staggered lunch hours.

3. Address the issue of service to Black Tower.

MILESTONES:

25 May 2005

1. AAFES has opened two new food concepts in the past 12 months. In addition, four others are being worked for the future. Star Bucks, downtown vendor providing food at the Murr Recreation Center, Captain D's, and Greek Odisee. Dates will depend on space, contractors, and approval of funding.
2. This is outside of AAFES' control.
3. AAFES has partnered with Blimpies to provide this service. They are in the process of obtaining certification from the post food inspector. In the mean time, AAFES added multi-purpose vending machines and a food mobile stop at Black Tower in order to supplement the food provided by the DFAC.
4. More vendors will be added to new Post Exchange coming in FY08.

STATUS: Complete FY05

LEAD AGENCY: AAFES
SUPPORT AGENCY:

CONSUMER SERVICES
ISSUE # B-05-01-13

ISSUE: Burger King Drive Thru Hours

SCOPE: The Burger King drive-thru is not always open. It is open certain periods for breakfast/lunch/dinner. However, at 4:30 it is closed. Not convenient for Soldiers and those with children.

RECOMMENDATIONS:

Have the drive-thru continually open during business hours.

REQUIRED ACTIONS:

The only time the drive through is scheduled to close is Sunday mornings for a complete cleaning. However in the event that we have a shortage of employees due to call in's, the drive through is the first to close. The manager on

duty must contact the General Manager prior to closing the line in order to insure no other recourse is possible. In the last two months (Mar/Apr) the drive through was closed four time due to call in's. This is unavoidable and everything possible to include calling in employees on their days off is done before the final decision to close is made.

MILESTONES:

26 July 2005 – The Burger King drive thru was closed less than five times within a two month period due to shortage of employees.

STATUS: Complete FY05

LEAD AGENCY: AAFES
SUPPORT AGENCY:

CONSUMER SERVICES
ISSUE # B-05-01-20

ISSUE: Cochise Theatre Hours

SCOPE: The on post theatre is barely open. This affects everyone who would like to enjoy a movie on post. The movie theatre is there so movies can be played. It is only open 4 days a week but on those 4 days, it only plays one or two movies a day.

RECOMMENDATIONS:

Have trial period and keep the theatre open all week and see how much business it gets.

REQUIRED ACTIONS:

Results from the Leisure Needs Assessment.

MILESTONES:

AAFES operates with the sole intention of providing profits to MWR. In order to do this a food facility must produce a minimum of 25% on the bottom line compared to their top line sales. Last year the theatre had 23.7% on the bottom line. This is barely profitable to operate. This year we have made many changes to this in order to insure the 25%, however adding movies would detract from that goal and hence detract from the dividends given to MWR to operate activities like the bowling center, golf course, or buffalo corral.

26 July 2005 – Past experience shows that most on-post theaters lose money when they were open during the week. AR 60-10 Chapter 2-6 (b)(2) states “[They] will authorize only those activities that can provide optimum customer service and that can be efficiently and economically operated.” The truest way we know to determine hours is based on volume. For example if a Shoppette closes at 2100 and has 30 customers during the last 30 minutes they are open, then they might need to stay open later. For a theater, if we have more than 75% of the house full at our current showings then we could add additional showings. More showings does not mean more movies, AAFES is only allowed a limited number of movies from the motion picture company, so it would be more showings of the same movies allotted for that week. Right now we average about 7% attendance in any given month at our daily schedule.

Army Regulation 60-20 Chapter 5 regulates admission charges and how many movies can be offered at a free or reduced price.

STATUS: Unattainable FY05

LEAD AGENCY: AAFES
SUPPORT AGENCY:

**SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE # B-05-05-15**

ISSUE: AAFES Services Targeting Single Soldiers (Single Soldiers Day)

SCOPE: Through question and answer, many single Soldiers on Ft. Huachuca do not use or know of all services that are provided on or off post. Clubs and liquor establishments promote their services and out Soldiers go to places they know of. Single Soldiers remain confined to their barracks thinking there is nothing for them on this post.

RECOMMENDATIONS:

1. Promote Single Soldier Day at the PX, Shoppettes, Food Courts, Theatre, Cleaners, Library, and Sierra Vista Mall etc.
2. Promote at least once a month on a payday. Soldiers ID cards are stamped with a peel-off stamp in Hawaii for resident rates/discounts.

REQUIRED ACTIONS:

AAFES will participate in an event with MWR & Commissary. First event will be set for July 2005.

MILESTONES:

26 July 2005

1. AAFES publishes a map with all activities, hours of operations and the phone numbers. Copies are available at ACS, all AAFES activities and can be found on the internet.
2. AAFES works directly with BOSS to promote AAFES events and helps with BOSS events.
3. AAFES has many events that are directly targeting single Soldiers, such as selected free movies that are rated R and scheduled at 1900, video game competitions, sale events, etc.

STATUS: Complete FY05

LEAD AGENCY: AAFES
SUPPORT AGENCY:

**SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE # B-05-05-09**

ISSUE: NCOs should be Able to Live Off Post and Receive BAH Regardless if Single or Married

SCOPE: NCOs in the Army that are not married are not always permitted to live off post. The barracks are often too crowded and Soldiers have to live 2, sometimes 3 to a room. NCOs should be able to separate themselves from their Soldiers and often this is not the case. Allowing NCOs to live off post would increase morale and increase retention. This would also allow some type of separation from military and time off.

RECOMMENDATIONS:

1. Allow single NCOs to live off post.
2. Increase BAH allowance to accommodate living off post.
3. Create “NCO apartments” on post.

MILESTONES:

15 July 2005 - Single soldiers are assigned in accordance with the adequacy standards set forth in AR 210-50, Housing Management. Standards are different between permanent party and students. If the minimum adequacy standards can not be met for any Soldier, a Statement of Non-availability (SNA) is issued, which authorizes Basic Allowance for Housing (BAH). On 9 March 2005, the Secretary of the Army authorized all single permanent party E6's to reside off post. This had little or no impact on Fort Huachuca since almost all of the permanent party E6's were already issued SNA's. No permanent party Soldiers of any grade are residing three to a room and there are two persons to a room only if the space equals or exceeds 90 square foot per person for E1 to E4.

The conditions described in this scope may exist in the student barracks, specifically re-class students. The minimum square footage is different for students. The fact that there may be three soldiers to a room was the decision of the Soldier's Commander and a condition that can be changed locally. It is still the Commander's prerogative to decide if it is a military necessity for Soldiers to reside on post; however, three to a room should be a rarity not the norm.

BAH rates for single E5's and E6's are \$635 and \$681 respectively. There are many apartments off post within this price range. We continue to monitor rental rates and report them to the appropriate authorities to keep our BAH payments in line with local rental rates.

Since BAH is adequate to cover rental costs and permanent party E6's are now automatically authorized to reside off post, there is a sufficient number of adequate quarters available to house our E5's. Therefore, "NCO apartments" are not justified on post.

STATUS: Complete FY05

LEAD AGENCY: Housing Division
SUPPORT AGENCY: DFAS

**SOLDIER SUPPORT RESERVE/GUARD/IRR
ISSUE # B-05-05-11**

ISSUE: Education Center's Internet Café

SCOPE: The Education Center does not allow access to personal e-mail accounts to access online school assignments.

RECOMMENDATIONS:

1. Allow access to personal e-mails accounts.
2. Monitor access for security measures.

MILESTONES:

15 July 2005 – The Computer Lab is open for students to work on their assignments. Within certain security restrictions, students are allowed to access their commercial e-mail accounts.

STATUS: Complete FY05

LEAD AGENCY: Education
SUPPORT AGENCY:

**INSTALLATION SUPPORT/
EMPLOYMENT/CIVILIAN
ISSUE# B-05-08-04**

ISSUE: The Global Address List (GAL) is Unorganized

SCOPE: The Global address list is unorganized with out of date information and information not easily accessible.

RECOMMENDATIONS:

1. Remove out of date material and organize by major units to enable people to find one another quickly by name and by unit.
2. Move off-post addresses to another tree to reduce clutter.

REQUIRED ACTIONS:

Provide Fact Sheet

MILESTONES:

25 May 2005 – Active directory is in place.

STATUS: Complete FY05

LEAD AGENCY: DOIM

SUPPORT AGENCY:

**SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE # B-05-05-16**

ISSUE: Loud Music from Vehicles on Post

SCOPE: Loud music from vehicles is not only a violation of post policy but disturbs people in the vicinity of these vehicles; both in housing and on the roadways.

RECOMMENDATIONS:

1. Recommend that leadership enforce the current policy (ART 92 Uniform Code of Military Justice and Arizona Revised Statute 13-2904.
2. Emphasize the policy during in processing orientation, Officer/NCO training and Co2 training. The aforementioned training is particularly significant since the MP's are often over tasked and the perpetrators are moving.

REQUIRED ACTIONS:

1. Enforcement of current regulations.
2. Conduct media campaign, articles in the Scout and on the CAC dealing with public education.

MILESTONES:

15 July 2005

1. Current regulation is specific and enforcement is ongoing.
2. Education campaign is ongoing.

STATUS: Complete FY05

LEAD AGENCY: Directorate of Emergency Services (DES)

SUPPORT AGENCY:

**YOUTH SERVICES/EDUCATION
ISSUE # B-05-06-05**

ISSUE: Speed Limit in School Zones

SCOPE: It does not make sense to enforce a 15 mph school zone speed limit when there are not any kids outside. All this does is tempt people to speed while children are in school and safe from being hit by a car.

RECOMMENDATIONS:

Post hours on the school zone speed limit signs. Make the hours correspond to when the kids are walking to and from school.

REQUIRED ACTIONS:

1. Publish article in the post papers, CAC, and website regarding the Garrison Commanders position this issue to inform the community.

MILESTONES:

15 July 2005 –Enforcement within the housing areas will continue during the summer months. Enforcement around the school areas as well as in the housing areas will continue during the months school is in secession. Bike Patrol may start again.

The posted speed limit is 15 miles per hour while schools are in session. An extra \$25.00 fine has been added to the current fines for school zones.

STATUS: Complete FY05

LEAD AGENCY: DES

SUPPORT AGENCY:

**INSTALLATION SUPPORT/
EMPLOYMENT/CIVILIAN
ISSUE# B-05-08-09**

ISSUE: Traffic Buildup at Post Gates during Peak Hours

SCOPE: Traffic builds up at post gates during peak hours when the guards are asked for directions or ID's are not ready to be shown. This impacts all drivers coming onto Fort Huachuca. At the main gate, traffic can back up onto Hwy 90 while the light is green resulting in motorists having to sit out in the intersection.

RECOMMENDATIONS:

1. If it takes longer than a few seconds, the

guards should direct the vehicle to pull to the inspection lane.

2. Set up an Information Center area similar to those at Garden Canyon picnic areas and those used at Rest Areas on major highways.

REQUIRED ACTIONS:

Provide fact sheet.

MILESTONES:

25 May 2005 – City has readjusted the lights to allow a better flow of traffic during peak hours.

26 July 2005 – No other options are available at this time to minimize the wait time.

STATUS: Complete FY05

LEAD AGENCY: DES

SUPPORT AGENCY:

CONSUMER SERVICES

ISSUE # B-05-01-17

ISSUE: The Travel Office Closes at 1630 Hours

SCOPE: NCO Academy students usually don't get out of class until 1730 to 1830 (including details). If one adds travel time to walk the base (10-15 minutes), it is 1845 before the students can get to the travel office. NCO Academy students who need to arrange travel after 1630 are not able to make flight or other arrangements through the travel office. Soldiers may be spending much more money than necessary, or prudent. The travel office is located on the military base to help Soldiers. How are they helping Soldiers if they are closed?

RECOMMENDATIONS:

Have the Travel Office remain open until 1930 one or two days a week to accommodate the training schedule of the schools on post.

REQUIRED ACTIONS:

Feedback required

MILESTONES:

26 July 2005 – First Sergeants for the Advanced Non-Commissioned Officer Course (ANCOC) and the Basic Non-Commissioned Officer Course (BNCOC) report no complaints have been made regarding students not being able to utilize the travel office after 1630. No student should be going to Carlson Wagonlit to make official travel arrangements. Student travel arrangements are handled at two established transportation office sites, the Personal Property Shipping Office-Student Transportation Office (PPSO-STO) services students only. The PPSO-STO is located in building 61820; the main transportation office is located in bldg. 22332 and they take care of students and all other clients. Office hours are continuous from 0730 to 1615 Monday through Friday at both facilities.

In accordance with Department of Defense, Defense Travel Regulation 4500.9-R, part IV-401-1, paragraph D, "The installation Commander will allow time off from duties for members/employees to arrange for the shipment or receipt of personal property." The Transportation Officer (TO) will provide efficient, responsive, and quality transportation services within the assigned geographic Area of Responsibility (AOR) and ensure compliance with governing laws, directives, and regulations for cargo, personal property, and unit moves.

It is believed that the nature of this issue revolves around Soldiers wanting to make personal commercial flight arrangements, not official travel. However, for any reason students cannot find a way to complete their official travel arrangement, then the ITO can have a transportation representative at the request of the school to provide Transportation Counselors at the school to assist them with making travel arrangements. The supervisor or head of ANCOC/BNCOC are required to contact the ITO to make such on-site counselor arrangements.

May there be any future complaints regarding transportation arrangements such as travel and personal property shipments please make contact with the Installation Transportation Officer (ITO) at 533-1433/1434.

STATUS: Complete FY05

LEAD AGENCY: DOL

SUPPORT AGENCY:

**HOUSING/TRANSPORTATION
ISSUE # B-05-03-13**

ISSUE: Lack of Restrooms and Trashcans Located on/near Ft. Huachuca Housing Area Playgrounds.

SCOPE: Small children play at the wonderful playgrounds located on post and often have little warning before needing to use the restroom and there are no facilities located nearby. Families as like to have picnics at the table provided, however, there are no trashcans on site for our trash.

RECOMMENDATIONS:

1. Place port-o-potties near playgrounds.
2. Install trashcans at all playgrounds.

REQUIRED ACTIONS:

1. Port-a-potties are not feasible as they are expensive and difficult to control.
2. As 55 gal drums become available they are painted, placed at playgrounds, and the ground maintenance contractors collect the trash. Small dumpsters that will be emptied by the refuse contractor will be placed at high use playgrounds.

MILESTONES:

15 July 2005

1. No action required.
2. Six drums and one dumpster have already been placed. Additional drums will be placed as they become available. Additional dumpsters will be placed at all playgrounds.

STATUS: Complete FY05

LEAD AGENCY: DPW
SUPPORT AGENCY:

**INSTALLATION SUPPORT/
EMPLOYMENT/CIVILIAN
ISSUE# B-05-08-02**

ISSUE: Recycling Program on Fort Huachuca

SCOPE: Currently there is no recycling program on Fort Huachuca. This issue affects the rate of local landfill longevity and depletion of natural resources. A recycling program will foster positive community relationship and continue Fort Huachuca's outstanding record for environmental conservation. This affects the quality of life for all service members, their families and the surrounding communities.

RECOMMENDATIONS:

1. Establish a recycling program on Fort Huachuca in Accordance with Army Regulation 200-1 based on local collection standards.
2. Utilize previously purchased recycling bins to minimize the initial start-up costs.
3. Advertise program and location of bins to the Fort Huachuca community.
4. Have garbage pick-up on one day and recycling pick-up on another.

MILESTONES:

25 May 2005 – Only portion, which is not recommended at this time, is a separate day for recyclables. Current Army guidance is recycling must be cost effective. Recommended action is labor intensive.

The Municipal Partnership Initiative provides legal authority for partnering with surrounding communities. Sierra Vista proposes a refuse collection and recycling service. Once the recycling service has been established with the City of Sierra Vista, the local recycling points and type of recyclables will be featured in a future Scout article.

Purchase request to DOC August 2005.

15 July 2005 - Recycling was discontinued in the past because contractors found it cost prohibitive. O&M continues to pursue recycling options but transportation costs and the low value of recyclable goods has so far made uneconomical. The City of Sierra Vista does have a recycling program but they can only provide that service in conjunction with full refuse service. The economics of contracting with the City is still being pursued. The installation will continue to look for a viable recycling source but at this time a recycling

program is not cost effective.

STATUS: Unattainable FY05

LEAD AGENCY: DPW

SUPPORT AGENCY: ENRD

**INSTALLATION SUPPORT/
EMPLOYMENT/CIVILIAN
ISSUE# B-05-08-05**

ISSUE: Parking Maintenance on Fort Huachuca

* Several issues were combined dealing with area parking.

SCOPE: Handicapped parking spaces at the Commissary are not clearly designated for van accessibility. Parking at the Regimental Troop Store is inadequate. Parking spaces at Barracks, Desert Lanes/MWR Building, Greely Hall, Health Center and surrounding areas need to be clearly marked, repainted and made the correct size to allow safe and convenient parking.

RECOMMENDATIONS:

1. Create additional spaces at the Regimental Troop Store. Repaint the existing ones.
2. Repaint existing and make correct size the parking spaces at Greely Hall, Desert Lanes/MWR Building and black out the old lines.
3. Enforce designated parking areas at the Health Center, open the back parking area for staff use.

REQUIRED ACTIONS:

- 1 & 2. Repaint parking spaces.
3. Provide additional parking at the Health Center.

MILESTONES:

1 & 2. Repainting the parking spaces at the Regimental Troop Store and Desert lanes/MWR have been completed. Project for repainting parking spaces at Greely Hall has been estimated and will be completed in FY 06

in funding is available. A project has also been estimated to expand Greely Hall parking behind Barnes Field House, which will be funded at year-end or in FY 06, if funding is available.

3. Gravel area in front of the Health Center has been paved to provide additional adequate parking. Use of back parking area is at the discretion of the MEDDAC Commander.

26 July 2005 – There is a prioritized list for parking lot maintenance. Maintenance will be worked as funding becomes available.

STATUS: Complete FY05

LEAD AGENCY: DPW

SUPPORT AGENCY: OPM

**TEEN WORKGROUPS
ISSUE # B-05-MT-03**

ISSUE: Litter and Pollution Control

SCOPE: There is too much litter, inadequate number of animal proof receptacles and lack of environmental awareness on Fort Huachuca. This affects all personnel residing on post and potentially the wildlife. This is detrimental to the reputation of the post.

RECOMMENDATIONS:

1. Increase the number of receptacles in Housing and Public areas.
2. Establish a dynamic sustaining environmental program.
3. Increase awareness of local recycling programs.

REQUIRED ACTIONS:

1. Recommend not implementing this outside of the playground areas due to potential increase of nuisance wildlife and high labor costs associated with emptying small receptacles. Many refuse containers are already located throughout the cantonment area.
2. For water conservation and education, there is a robust program by the University of Arizona, Waterwise and Energysmart. Increase

out emphasis on environmental, natural resources, and cultural resource fact sheets and implement them into the Fort Huachuca web page.

3. The Municipal Partnership Initiative provides legal authority for partnering with surrounding communities. Sierra Vista proposes a refuse collection and recycling service. Once the recycling service has been established with the City of Sierra Vista, the local recycling points and type of recyclables will be featured in a future Scout article.

STATUS: Closed and combined with Issue #05-08-02. Installation will continue to monitor the placement of trashcans as stated in Issue 05-08-02. There is a sustaining environmental program at Fort Huachuca, one of the best in the Army. Recycling program is unattainable.

LEAD AGENCY: DPW
SUPPORT AGENCY:

CONSUMER SERVICES ISSUE # B-05-01-04

ISSUE: Use of MWR Facilities on Post During Off Duty Hours

SCOPE: Example, Post Bowling Alley. It seems that since the alley is closed in Sierra Vista that all the tournaments have moved to post and all are on Sat & Sun, the only time that our young troops can use it. All these tournaments are not military sponsored and most have very few active or retired military members.

RECOMMENDATION:

1. Ensure that open bowling is on Sat & Sun, and all tournaments, same as leagues, are during the week or at night hours.
2. Enforce the AR that states that you must be entitled to bowl on post or be a guest of a military sponsor. Look out for the young Soldiers. I have seen young private leave the bowling alley due to these tournaments on weekends.

MILESTONES:

25 May 2005 – Change in business hours are

being put into effect. More information needed by next meeting.

26 July 2005 – Army Regulation 215 Chapter 6 regulates MWR patronage. MWR patrons are authorized to sponsor two guests per ID card holder. All MWR activities are in compliance with regulations.

STATUS: Complete FY05

LEAD AGENCY: MWR
SUPPORT AGENCY: Business Operations Division

CONSUMER SERVICES ISSUE # B-05-01-04.1

ISSUE: The Use of MWR Recreational Facilities by the General Public

SCOPE: The facilities were built on post to provide recreation to the Soldiers and their families and other authorized MWR users. It is almost impossible to use the post golf course anymore because of severe overcrowding by civilians. The Soldiers also have to compete with civilians to use the facility.

RECOMMENDATION:

Simple – fund them. Do not require them to make money, and make them dependent on civilian use. If you are going to provide recreational facilities to the troops then do it without any pre-conditions.

MILESTONES:

26 July 2005 – Army Regulation 215 Chapter 6 regulates MWR patronage. MWR patrons are authorized to sponsor two guests per ID card holder. All MWR activities are in compliance with regulations. The only MWR facility that is open to the public without military sponsorship is the golf course. This is a DOD level decision due to funding. Fort Huachuca requested that the golf course be open to the public for business instead of closing completely. Active duty Soldiers have priority for tee times.

STATUS: Complete FY05

LEAD AGENCY: MWR
SUPPORT AGENCY: Business Operations

CONSUMER SERVICES
ISSUE # B-05-01-04.2

ISSUE: MWR facilities are often not Accessible to Soldiers.

SCOPE: Facilities like the Buffalo Corral, paintball, movie theater; TMAC, etc are closed on national holidays when Soldiers can use them. MWR is losing potential income; Soldiers are bored; community suffers; Soldiers are forced to hire a taxi just to get to MWR facilities.

RECOMMENDATIONS:

1. Have MWR facilities adjust hours to fit the needs of the Soldiers.
2. Offer more holiday specials at MWR facilities
3. Provide MWR transportation to Sportsmen's Center, Corral, Bowling Center, etc.
4. Allow more volunteer participation to compensate for employee shortages
5. Provide incentives to volunteers such as # of hours worked = free or reduced cost to use facility
6. Improve marketing to Soldier areas.

MILESTONES:

25 May 2005 - The new Chief of Recreation Division took office in April 05. One of his first goals is to examine all the facilities under his command and evaluate their success for the Soldier. Volunteer issues would need to be coordinated through the Installation Volunteer Coordinator.

26 July 2005 – Every transportation service must take patrons to any MWR facility requested to include the Sportsman's Lodge, Buffalo Corral, golf course, and the bowling center. Failure to do so can result in loss of on post driving privileges.

Not all facilities are opened on national holidays. It depends on the demand for that facility. A list is published at least one to two weeks before the holiday of what facilities will be open and closed as well as the hours of operation for the facility.

STATUS: Complete FY05

LEAD AGENCY: MWR
SUPPORT AGENCY: Recreation Division

CONSUMER SERVICES
ISSUE # B-05-01-04.3

ISSUE: Hours for the Open Shooting Range

SCOPE: The hours for the Open Shooting Range are not feasible for most Soldiers. Soldiers/spouses that work and want to go to target practice in their free time are limited to the short hours the range/club is available.

RECOMMENDATIONS:

The Range & Sportsmen's Club needs to be open later hours.

MILESTONES:

25 May 2005 – The current hours of operation are based on the previous customer needs survey. If future surveys show that there is a need for changing facility hours, the Recreation Division will make the necessary changes to meet the needs of the installation. Need Feedback for next meeting.

26 July 2005 - To date the open shooting range does not have the customer base to be open later hours. We will continue to monitor.

STATUS: Complete FY05

LEAD AGENCY: MWR
SUPPORT AGENCY: Recreation Division

CONSUMER SERVICES
ISSUE # B-05-01-05

ISSUE: Not Enough MWR Sponsored Running Events on Fort Huachuca

SCOPE: Impacts Soldiers, civilians, family members who like to run/walk in an organized event. It is an issue because there are not many runs/walks in Sierra Vista. The nearest runs/walks are in Tucson/Phoenix on a regular basis. There are many boxing events – but what about other events?

RECOMMENDATIONS:

1. Sponsor a Run/Walk quarterly.
2. Ask for sponsors such as NCOA, AUSA, FHSGM Association, Lawley, Donovan Dodge, in order to provide t-shirts or giveaways.
3. Have a 10K/5K in conjunction with MEDDAC running a Health Fair.

REQUIRED ACTIONS:

Running events are "pricey." Survey fee cost.
Publish a calendar of events

MILESTONES:

26 July 2005 – A monthly and yearly calendar of events is published by MWR of all events happening within MWR. Three more runs were added to the calendar for FY05. Information can be found on the MWR website as well as printed flyers and calendars. Pricing on an average is lower than off post events.

STATUS: Complete FY05

LEAD AGENCY: MWR

SUPPORT AGENCY: Recreation Division

CONSUMER SERVICES**ISSUE # B-05-01-08**

ISSUE: Pool Fees at Barnes Field House

SCOPE: Family members and civilian employees are charged to swim laps during the summer at the Barnes Field House Pool. Beginning Memorial Day Weekend and ending Labor Day weekend, non-Soldiers are charged \$2.50 to swim laps at BFH pool. Swimming pools are expensive to maintain, but with the inconsistency of identification checks and since receipts are not given for fees, there is not a way to track how much revenue is actually collected toward pool maintenance. For folks with physical problems and can only exercise in water, this is disappointing. Since having and maintaining a pool is needed for Soldier training and since the pool is not open in the evenings for exercise, handling the expense of non-Soldiers exercising at no charge shouldn't be too much of a financial burden for MWR to absorb.

RECOMMENDATIONS:

1. Continue to charge patrons for the use of Irwin and Grierson pools. Change the pool's policy so that non-Soldiers are not paying to exercise at BFH pool.
2. Charge only the people who use the pool to "play" rather than exercise.
3. Designate lap swimming lanes and a lane for water-aerobic type exercise and only charge folks who use the "open swim" section of the pool.
4. Designate exercise-only hours (0500-0900 and 1100-1300) and not charge during those times.
5. Institute a practice of having the lifeguards check ID cards on a consistent basis and provide receipts for fee transactions and make a monthly or summer pass purchase option available for daily swimmers.

MILESTONES:

25 May 2005 – This policy cannot and will not change. Non-active duty personnel who utilize the pool must pay fees. A cash register will be installed and receipts issued for funds paid. Monthly and summer passes are already available.

26 July 2005 – Army Regulation 215-1 Para 7-5 (a) & (d) states that prices, user fees and charges are to be used to cover overhead expenses, labor and operating costs for the operation of MWR activities that are not met by APF funding. AR 215-1 Para 4-1 (b), Para 8-15 (2) and 8-23 (b) - Category B facilities are required to break even in their operating costs.

STATUS: Complete FY05

LEAD AGENCY: MWR

SUPPORT AGENCY: Recreation Division

CONSUMER SERVICES
ISSUE# B-05-01-11

ISSUE: Barnes Field House provides Hydration in the Form of a Drinking Fountain Only

SCOPE: Water fountains provide gym patrons with hydration. Bottle water is no longer sold at BFH. During peak hours, there are long lines to the drinking fountains. People spit in the water fountain, which drives people away from the water fountains.

RECOMMENDATIONS;

1. At a minimum, start selling water again at BFH.
2. Add other hydrating liquids such as Gatorade. (The fitness center in Yongsan Korea sells water and Gatorade, while the Stout Fitness Center at Ft. Bliss includes a juice bar along with water and Gatorade).

REQUIRED ACTIONS:

Provide feedback and fact sheet for vendor vs. resale

MILESTONES:

25 May 2005 – Vending machines are located in the facility that offers power aide drinks and water. This facility is not set up to sell resale merchandise. No water bottles offered. AAFES will look into getting water/Gatorade vending machine until contract is filled, 3% of vending goes back into the community.

26 July 2005 – A juice bar would be in direct competition with AAFES' vending machines. Vending machines are in place with sports drinks and bottled water.

STATUS: Complete FY05

LEAD AGENCY: MWR
SUPPORT AGENCY: Recreation Division

CONSUMER SERVICES
ISSUE # B-05-01-14

ISSUE: Children in the Bowling Lanes during League Bowling

SCOPE: Unsupervised children – league bowlers – they are a distraction to bowlers.

RECOMMENDATIONS:

Build a playground at/near the bowling lanes.

REQUIRED ACTIONS:

Provide MWR Regulation.

MILESTONES:

25 May 2005 – In March 2005, Jeannie's Diner implemented a policy, which children under the age of 12 could not be in the diner unsupervised. This caused the bowling parents to be responsible for their children while they are bowling. The leagues have their own policies about children. It is the parents' responsibility to supervise their children.

9 Sept 2005 - Issue is transferred to DPW for a playground determination.

STATUS: Unattainable. Not supported by Garrison

LEAD AGENCY: MWR/ Business Operations Division

SUPPORT AGENCY: DPW

CONSUMER SERVICES
ISSUE # B-05-01-16

ISSUE: The MWR Box Office is closed on the Friday before a 3-day weekend. Lack of advertisement for MWR Box Office.

SCOPE: If that Friday is a holiday, then I understand it being closed. But if only Monday is the holiday, then Friday is the day when people might be coming in to purchase tickets, etc. If this is going to be the policy, then it should be announced ahead of time. MWR Box Office offers great deals and discounts for services and attractions in the area but there is a lack of advertisement for these services.

RECOMMENDATIONS:

1. Do not close the MWR Box office on the Friday before a long weekend. If this is policy, then it should be announced ahead of time (i.e. Marquee, Scout, Round-up, etc) as a reminder.

2. Advertise more about the great MWR benefits provided right here on post.

REQUIRED ACTIONS:

Publish new hours.

MILESTONES:

26 July 2005 – The MWR Box Office is now called Information, Ticketing, and Recreation. The new office hours are Monday through Friday 0900 – 1700, Saturday 1000 – 1400, Sunday and Federal Holidays – closed. They are open on training holidays in support of Soldiers and family members. Visit the MWR webpage at www.mwrhuachuca.com for upcoming events other information.

STATUS: Complete FY05

LEAD AGENCY: MWR
SUPPORT AGENCY:

**FAMILY SUPPORT
ISSUE # B-05-02-03**

ISSUE: Parking Availability at Murr Community Center

SCOPE: There are rarely enough parking spaces when attending functions at Murr Community Center during the day. Individuals are using the parking lot even when not utilizing the Murr Community Center, denying parking spaces to patrons and employees.

RECOMMENDATIONS:

1. Repaint lines in Murr Community Center parking lot to utilize space more efficiently.
2. Open alternate entrances to work areas (i.e. Motor Pool) to allow appropriate use of existing parking facilities.
3. Conduct a meeting between leadership of Garrison & other affected units to implement a solution.

REQUIRED ACTIONS:

11th Signal Brigade to publish and enforce new parking requirements.

Military Police to enforce the new parking requirements with Ticketing and Towing.

Commanders will remind Soldiers that the parking lot is not open parking; it is for Murr use only.

MILESTONES:

25 May 2005 – The current parking loss will be further reduced under the barrier program for Force Protection. There is no solution to this until the parking lot is officially expanded. Future planned projects for barracks renovation may solve the problem.

STATUS: Unattainable FY05

LEAD AGENCY: DPW
SUPPORT AGENCY: MWR Recreation Division

**HOUSING/TRANSPORTATION
ISSUE # B-05-03-12**

ISSUE: Allen House Guests

SCOPE: Guests staying temporarily at the Allen House violate parking signs and permanent residents' privacy. Guests staying in the Allen House park in front of the building, while only unloading is allowed. Guests staying in the Allen House also allow their children to wander into neighboring resident's yard and use their personal play equipment.

RECOMMENDATIONS:

1. Enforce parking policies. There needs to be clear distinction between quarters and the guesthouse.
2. Guest should be made aware that they are temporarily staying in a residential neighborhood.

REQUIRED ACTIONS:

Provide a copy of the policy letter to be put in the resident packets.

MILESTONES:

25 May 2005 – Parking cards and information sheets are currently being worked and should be completed by 27 May 2005.

26 July 2005 - Allen House management will be enforcing Policy regarding parking. If you are a resident in that area and you have a problem with the parking by the Allen House guests, you are encouraged to contact the Army Lodging office at 458-9066 to report the problem.

STATUS: Complete FY05

LEAD AGENCY: MWR

SUPPORT AGENCY: Army Lodging

YOUTH SERVICES/EDUCATION

ISSUE # B-05-06-07

ISSUE: Lack of Parent Involvement in the Children and Youth Services, SAS Parent Advisory Council (PAC)

SCOPE: Although the SAS PAC has started, there is minimal involvement from parents despite advertising the meetings in flyers and signs a offer of a free lunch. This impacts the programs and staff because parents can offer recommendations and suggestions in a non-threatening environment and parents can become more involved with the SAS and 4-H programs.

RECOMMENDATIONS:

Garrison Commander authorizes once a quarter and reduction in fees for one month to the parent that attends the meeting.

REQUIRED ACTIONS:

Provide ways to get involvement for the Council.

MILESTONES:

25 May 2005 - The Advisory Council is a voluntary choice on the part of the parents.

26 July 2005 – A reduction in fees for attending a meeting is unattainable. The Advisory Council is a voluntary choice on the part of the parents. All commands will continue to encourage parents to remain actively involved with their children's education and activities.

STATUS: Unattainable FY05

LEAD AGENCY: MWR

SUPPORT AGENCY: Child and Youth Services

YOUTH SERVICES/EDUCATION

ISSUE # B-05-06-09

ISSUE: No Transportation for Summer School

SCOPE: This is an issue that affects the working parents who cannot leave work everyday to pick their child up from home (if age 10 or higher) or from SAS. SAS does not provide a shuttle to summer school. If the teachers recommend summer school, transportation should be provided just like during the regular school year.

RECOMMENDATIONS:

Arrange bus transportation for summer school for children living on post.

REQUIRED ACTIONS:

School and CYS will review number of students enrolled in SAS who attend summer school.

MILESTONES:

25 May 2005: School Age Services will poll parents at the start of the summer program on 3 June 2005 to verify the number of youth enrolled in summer school.

26 July 2005 – Low demand for transportation. Only two students required transportation and arrangements were made by the parents.

STATUS: Complete FY05

LEAD AGENCY: MWR

SUPPORT AGENCY: Child and Youth Services

YOUTH SERVICES/EDUCATION

ISSUE # B-05-06-10

ISSUE: Hours for the Child Development Center.

SCOPE: The CDC opens at 0530 when most units start PT at 0600 or earlier. Many families (single parents) run late to PT/formation because they had to drop their kids at CDC and sometimes to two different centers.

RECOMMENDATIONS:

Open the CDC and other centers at 0500 to allow enough time for dropping the kids off and making it to PT in time.

REQUIRED ACTIONS:

Garrison coordinated Needs Assessment Survey.

MILESTONES:

25 May 2005: Unit survey has been distributed with return deadline of 1 June 2005.

26 July 2005 – By Army Regulation 608-10 Chapter 4-9 (a): CDC can only be opened for 12 hours. The operating hours of 0530 to 1730 meets the need for the majority of the units compared to being open 0500 to 1700.

STATUS: Complete FY05

LEAD AGENCY: MWR

SUPPORT AGENCY: Child and Youth Services

YOUTH SERVICES/EDUCATION

ISSUE # B-05-06-11

ISSUE: Inadequate Staffing Ratio at CDC

SCOPE: Needs of children are not being met at the current ratio. The shortage of adult supervision creates an unsafe and unhealthy environment. CDC personnel experience increase stress reducing overall quality of care. The resulting accidents and illnesses for children and undue stress for CDC personnel cause a series of additional burden for the soldier, unit, and the Army.

RECOMMENDATIONS:

1. Establish better than the minimum ratio requirements.
2. Establish additional “floaters”

REQUIRED ACTIONS:

MILESTONES:

25 May 2005 – Ratios are established by DA. Decreasing ratios would have a huge financial impact, increasing the cost of care dramatically.

Increasing the number of staff whether they are permanently assigned to a room or acting as a “floater” would increase the cost of childcare. The money Fort Huachuca receives to provide childcare is based on the number of children served and the staff needed based on the DA ratios. If additional staff was used above and beyond mandated ratios, it would have to be paid directly by patrons. This would increase the cost of childcare significantly.

26 July 2005 – DA set the standard for the staffing ratios based upon several years of study. DA does not believe that a change in the staffing ratios is required at this time.

STATUS: Unattainable FY05

LEAD AGENCY: MWR

SUPPORT AGENCY: Child and Youth Services

TEEN WORKGROUPS

ISSUE # B-05-H1-02

ISSUE: Driver's Training

SCOPE: There is currently no behind the wheel training in Cochise County. The closest available class is in Tucson over 70 miles away. This class is important because it lowers insurance premiums and creates safer drivers. A local class would benefit teens, parents and all other road users and could decrease accidents in Cochise County.

RECOMMENDATIONS:

1. Establish a Behind the Wheel Driving Course in Sierra Vista/Fort Huachuca that is available to anyone with a legal drivers permit.
2. Coordinate with Buena High School to utilize dual-brake cars already on hand.
3. Coordinate with Sierra Vista Chamber of Commerce to bring in a private company to establish a driver's training program.

MILESTONES:

25 May 2005 - Currently the State of Arizona is only allowing previously approved vendors to offer driver's training. At this time Buena High School is the only vendor authorized in our area. Have Jerome Mester in Safety give a

reading on this issue.

15 July 2005 – With funds, training, and personnel the Safety Office can provide driver training for the military and DOD civilians. Driver training is a specialized certification, which we do not have on post currently, but it can be acquired. CLS directives give the Safety Office the requirement for motor vehicle training. The greatest concern is that Safety would not be able to offer the course for the civilian population. We can operate in the area of training for DOD and military but not as a civilian source, funded by O&M dollars with possible use of non-DOD personnel. Once you enter civilian application, non-DOD, you then must receive all of the local licensees to operate a business. Thus, the State of Arizona has decided that they have enough private sector vendors and will not allow any others. For DOD, we do not fall under their decision as long as we are servicing our personnel only.

Recommend that Ft. Huachuca not get involved in providing the driver training course. The course is very time consuming and has a high startup cost, furthermore the class is not a required training item. With funding the way it is, this course could have very large negative financial implications as well as liability issues.

Buena High School offers driver's education classes without behind the wheel training.

STATUS: Unattainable FY05

LEAD AGENCY: MWR

SUPPORT AGENCY: Child and Youth Services/Safety

TEEN WORKGROUPS ISSUE # B-05-H2-02

ISSUE: Community Performing Arts Center

SCOPE: There is currently no program/venue available to the military community to display their creativity in the fine arts to include drama, dance freestyle, etc.

RECOMMENDATIONS:

1. Provide an existing facility such as Murr Community Center, Post Movie Theater or the Black Officers Club, for use and storage.

2. Provide Command Support to initiate the Center.

REQUIRED ACTIONS:

Get feedback for total area interest.

MILESTONES:

25 May 2005 – This will have to be a totally volunteer effort for every aspect of this program.

26 July 2005 – No government money can be used to run a Community Performing Arts Center. There has been no interest from the volunteer community to support this program.

STATUS: Unattainable FY05

LEAD AGENCY: MWR

SUPPORT AGENCY: Recreation Division

INSTALLATION SUPPORT/ EMPLOYMENT/CIVILIAN ISSUE# B-05-08-03

ISSUE: Reserved Parking on Fort Huachuca

SCOPE: There are too many designated parking spaces throughout Fort Huachuca, excluding designated spaces as required by the American with Disabilities Act. As a result of Force Protection measures after September 11, 2001, parking was reduced. Having designated parking spaces further reduces the availability of parking and access to post facilities. This problem affects the entire Fort Huachuca community on a daily basis who try to utilize on-post facilities.

RECOMMENDATIONS:

Garrison commander should create a parking policy in accordance with Army Regulation 190-5 and the American with Disabilities Act, which limits reserved parking to handicapped spaces only.

REQUIRED ACTIONS:

Garrison Commander has sent a proposal to the Commanding General that eliminates all reserved parking spaces at public facilities with the exception of handicap and two General

Officer spaces. Proposal pending.

MILESTONES:

26 July 2005 – The decision as made by MG Fast to remove only one General Officer space at the Commissary and the Post Exchange. Issue to remain active.

21 Sept 2005 – One General Officer spot has been removed from the parking areas at the Commissary, Post Exchange, and the Gym. This issue has been recommended to be closed.

STATUS: Complete FY05

LEAD AGENCY: Garrison

SUPPORT AGENCY:

**MEDICAL/DENTAL
ISSUE # B-05-04-04**

ISSUE: Inadequate Medical Care. Medical Care Located Too Far Away.

SCOPE: There is inadequate local medical care for Soldiers or family members but especially for family members. Family members must often go to Tucson for all but the most basic care. Trips to Tucson must be undertaken to undergo allergy tests, to see a child ophthalmologist, or for in-depth breast exam should local mammograms yield ambivalent results. Lower enlisted family members who usually do not have access to a reliable care endure the brunt of this problem.

RECOMMENDATIONS:

1. Improve local medical care and bring such medical and dental care within physical reach of family members.
2. Have local MRI machines be used for breast exams to yield a more accurate result with far less pain.

REQUIRED ACTIONS:

1. Demand Assessment needs to be done.
2. Provide a list of services not provided for in Sierra Vista that need to travel to Tucson.
3. Explanation as to why an MRI machine

cannot be used for breast exams.

MILESTONES:

25 May 2005 - Mammogram is the best tool for early diagnosis. According to MD Consult (this is a medical database) mammogram clinical trials and retrospective series have documented the capacity of mammography to diagnose small, early-stage breast cancer. Often mammograms can detect a small breast lump before it can be felt. Mammograms also show small deposits of calcium (micro calcifications) in the breast, which may indicate very early stages of breast cancer. The medical references listed for the information includes text and journals such as Clinical Oncology, NIH/NLM Medline, American Journal of Surgery, Radiological Clinics of North America, and Surgical Clinics of North America. A particular article in MD Consult does not even list MRI as a possible choice for detection of breast cancer.

Here is what the medical research has to say when comparing the outcomes of the two for early diagnosis.

Mammogram

Advantages:

Early diagnoses of breast abnormalities
Inexpensive and available
X-ray exposure low

MRI:

Advantages:

Excellent for women with breast implants
Identifies foci of disease once breast cancer has been diagnosed
May be more accurate for women showing a hereditary risk

VERY IMPORTANT! Remember hereditary risk as mentioned here does not mean your aunt or even mother had breast cancer, this means you have the gene marker for breast cancer. From doing research it appears for initial screening, mammography is still the gold standard. Some research is showing that once a diagnosis of breast cancer has been made, MRI is helpful in determining location, movement away from primary tumor, and planning for treatment.

26 July 2005 – An Information paper was prepared stating the following facts:

a. In February, 2005, there were 90 providers of various specialties that had active or courtesy credentials at Sierra Vista Regional Health Center, the closest community hospital. This provides a reasonably good representation of commonly needed specialties. (See attached.)

b. There are additional specialties represented in the network in the Sierra Vista area, as well as providers in neighboring towns (Benson, approximately 30 minutes away; Bisbee, approximately 40 minutes away; Douglas, approximately 45 minutes away.)

c. The remoteness of Ft Huachuca reflects the absence of the more exotic specialties and sub-specialties (eg. Geriatrics, neurosurgery, fertility treatment, various pediatric sub-specialties such as pediatric cardiology). Some specialties are represented here but there are a limited number of providers in this area (eg dermatology, nephrology, neonatology, audiology, and allergy). To provide a more timely appointment, patients may be referred to Tucson.

d. There are network providers available in Tucson to address the sub-specialties that are not represented in the local vicinity. While this fills out some of the gaps in services, travel is inconvenient to the patient. In addition, it is not far enough for patients to be eligible for travel reimbursement, which requires a 100 mile distance.

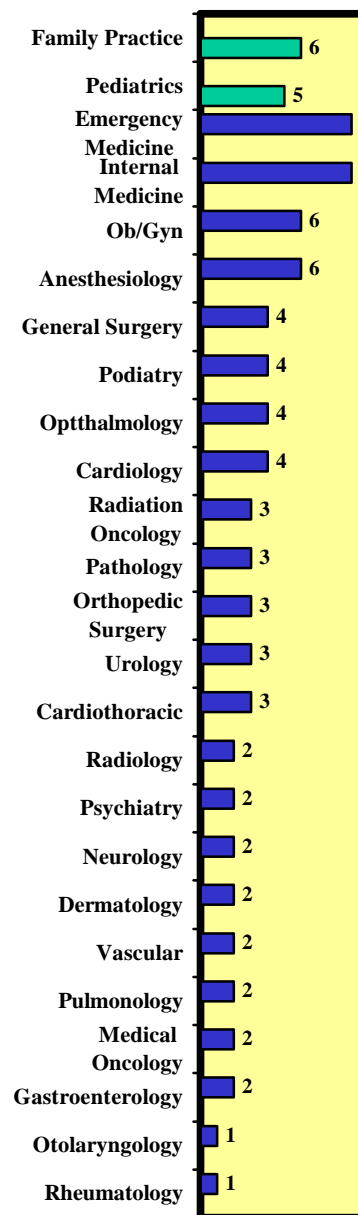
e. The closest significant military facility is WBAMC, which is approximately 365 miles away.

f. There are some specialty services made available in this MTF through part-time contracted providers (allergy and gynecology).

g. MTF staff and TRIWST network representative remain alert to any opportunity for new providers that may be recruited to offer additional services to our patients in this area.

h. Dental services under TRICARE are only for oral surgery. There is one oral surgeon in Sierra Vista. Routine dental services are provided to patients under the United Concordia Dental Plan (21 dentists available) or the Delta Dental Program (4 available). See Chart below:

AVAILABILITY OF
COMMUNITY PROVIDERS



STATUS: Complete FY05. This issue is being worked within the command channels.

LEAD AGENCY: MEDDAC
SUPPORT AGENCY:

**MEDICAL/ DENTAL
ISSUE # B-05-04-05**

ISSUE: Military Dependents on Ft. Huachuca are Not Provided with Timely Mental Health Services

SCOPE: Many families on Ft. Huachuca have expressed frustration and anger over the lack of timely mental health services to address such issues as medication, crisis intervention, counseling, and articulation of services.

RECOMMENDATIONS:

More qualified staff are required to address the needs of those requiring mental health support. It is only ethical and right that Ft. Huachuca support the needs of military attached family members who need counseling, medication and monitoring to maintain their mental health.

REQUIRED ACTIONS:

1. Provide a list of what is available in Sierra Vista.
2. Demand Assessment needs to be done.

MILESTONES:

26 July 2005 – An Information paper was prepared stating the following facts:

- a. In April, 2005, the TRICARE network providers list showed there are 11 mental health providers in the Sierra Vista community. This includes 3 Applied Behavior Analysts, 3 Psychiatrists (2 of whom see children), 2 Psychologists, and 3 Certified Social Workers.
- b. There are 2 additional psychiatrists (one of whom sees children) who are in Benson and one more psychologist in Bisbee (Benson, approximately 30 minutes away; Bisbee, approximately 40 minutes away).
- c. The remoteness of Ft Huachuca has limited the availability of mental health services. To provide a more timely appointment, patients may be referred to Tucson. Patients may also be referred to Tucson for specialized mental health services such as neuropsychiatry.
- d. While there are mental health providers in the Tucson area which gives us further resources, travel is inconvenient to the patient.

In addition, it is not far enough for patients to be eligible for travel reimbursement, which requires a 100 mile distance.

e. The closest significant military facility is WBAMC, which is approximately 365 miles away in El Paso. Patients are sometimes referred there in specific cases.

f. Mental health services at this medical treatment facility were expanded through an increase of available contracted FTE when we experienced the TNEX transition in October, 2004. In spite of that, the Chief, Behavioral Health, has indicated that services which previously included active duty and family members has been reduced to only include active duty patients, due to the demand for care.

g. MTF staff and TRIWEST network representatives remain alert to any opportunity for new providers that may be recruited to offer additional services to our patients in this geographic area.

STATUS: Complete FY05

LEAD AGENCY: MEDDAC
SUPPORT AGENCY:

**MEDICAL/DENTAL
ISSUE # B-05-04-06**

ISSUE: Exceptional Family Member Program

SCOPE: Fort Huachuca or Sierra Vista Medical Facilities are not capable of treating the preexisting medical conditions of some Exceptional Family Members. For that reason, these Army Families must seek the required treatment at Tucson Medical Facilities (sometimes up to 4-8 times in the same month). These medical visits place a tremendous emotional as well as a financial burden on these families.

RECOMMENDATIONS:

1. Reimburse travel to Tucson or provide a shuttle.
2. Army Families with EFMs that will require frequent treatment in Tucson should not be assigned to Fort Huachuca.

MILESTONES:

26 July 2005 – An Information paper was prepared stating the following facts:

- a. The Exceptional Family Member Program (EFMP) is managed by Army Community Services (ACS). MEDDAC's role in the EFMP is to ensure that Soldiers and their family members are assigned to locations that can provide the proper level of care for dependents identified as requiring specialized medical treatment.
- b. The MEDDAC has identified significant shortfalls in its EFMP. These shortfalls include staffing and communication.
- c. The MEDDAC leadership has initiated a hiring action to increase its EFMP staffing by 100%. The increase in staffing will also improve the communication problems identified by several Soldiers through the MEDDAC patient complaint process.
- d. The MEDDAC has initiated a marketing plan which includes information briefings to newly arrived Soldiers, leadership, and family readiness groups. A portion of the briefing is dedicated to EFMP. The goal is identify Soldiers and family members early in their arrival to Fort Huachuca to ensure their enrolled in EFMP and receive the proper level of care and counseling.
- e. It was also discovered that Soldier PCSing from Fort Huachuca were not being identified in time to properly handle their EFMP issues. RWBAHC leadership has met the Adjutant General staff to improve the EFMP process. In addition, Individual Entry Training (IET) students are identified during in-processing to enable the MEDDAC to work their EFMP paperwork.
- f. The MEDDAC is unable to reimburse travel to Tucson because it falls within a 100 radius of Fort Huachuca. In order for RWBAHC to reimburse travel Congress will have to change the current law, which outlines the travel radius. The remoteness of Ft Huachuca reflects the absence of the more exotic specialties and sub-specialties (e.g. Geriatrics, neurosurgery, fertility treatment, various pediatric sub-specialties such as pediatric cardiology). Many of these sub-specialties are required by family

members enrolled in EFMP. RWBAHC continues to work with TRIWEST to improve the availability of some of these physicians in Sierra Vista.

STATUS: Complete FY05. This issue is being worked within the command channels. Reimbursement for travel has been deemed unattainable by Region.

LEAD AGENCY: MEDDAC
SUPPORT AGENCY:

MEDICAL/DENTAL
ISSUE # B-05-04-07

ISSUE: Troop Health Care

SCOPE: Troops are having trouble getting timely health care at the TMC for non-sick call related issues, i.e. profile updates, exams, and chronic pain. Troops are discouraged from seeking health care until the issue becomes an emergency. Troops are not having long-term health care issues addressed. Troops are losing half a day to a full day waiting to be seen. This has a negative impact on the unit's mission.

RECOMMENDATIONS:

1. Allow troops to make non-sick call appointments in advance.
2. Provide better support for same day sick call to reduce waiting time.

REQUIRED ACTIONS:

1. Provide Feedback

MILESTONES:

26 July 2005 - An Information paper was prepared stating the following facts:

- a. The number one priority at RWBAHC is Soldier Care. In order to maintain that priority, the leadership's focus is to maintain the proper number of providers at the Military Medicine Clinic (MMC) to meet the demand for health care. We are currently cross-leveling providers to MMC to assist with the shortage of providers. In addition, RWBAHC has contract requests and civilian hiring action to replace the loss of military providers due to ETS and PCS.

b. Currently, 55% of the appointments at MMC are made in advance. DMM has attempted several changes to its appointment system in attempt to meet the demand. DMM went to a same day appointment system. The goal was to address/treat patients the same day (or the next day). MMC books appointments for wellness, overweight screenings, and chapter physicals; however, the demand for same day appointments for urgent care affects the availability of these types of appointments.

c. The RWBAHC leadership is aware of the issue of availability of health care at MMC. The leadership is implementing a number of initiatives in attempt to improve troop health care. These initiatives include the hiring of additional providers, self-care, patient education, increasing well-woman appointments, and expansion of primary care hours. The expansion of hours will enable permanent party Soldiers to seek after hours care. In addition, the MMC is also instituting a new triage system to provide fast-track service. The RWBAHC leadership will also seek assistance from the Brigade's leadership to reduce the demand for health care. Soldiers are required to go to sick call when they are unable to conduct physical training. This requirement significantly increases the demand for health care at the MMC.

STATUS: Complete FY05. This issue is being worked within the command channels.

LEAD AGENCY: MEDDAC
SUPPORT AGENCY:

MEDICAL/DENTAL ISSUE # B-05-04-08

ISSUE: Clinics do not Support Family Members Even on Training Holidays

SCOPE: Training holidays are a good day for Soldiers to obtain medical care for themselves or their family members without taking time away from work. Many installations offset the four-day weekend so that the hospital/dental facilities are open on one of the training holidays. Most installations are very good at doing this for their dental facilities but do not do this for their medical clinics. If medical clinics are open, it is for Soldiers only and not for

routine exams or specialty care (i.e. back pain).

RECOMMENDATIONS:

Off set training holidays for the hospital to ensure Soldiers can get shots for their children, well baby appointments and other routine exams.

REQUIRED ACTIONS:

MILESTONES:

26 July 2005 - An Information paper was prepared stating the following facts:

a. Raymond W. Bliss Army Health Center (RWBAHC) will remain a health center with no emergency room (ER) capability.

b. Same day appointments in Family Care Clinic (FCC) close out within 15 minutes of opening phone lines.

c. The RWBAHC is understaffed family practice and internal medicine providers.

d. Recruitment of family practice physicians utilizing the DAC has been unsuccessful.

e. The current budget for RWBAHC will not support the costs associated with extending hours or an urgent care clinic.

f. On 9 June 2005, a briefing was provided to MG Fast on Access to Health Care Course of Action (COA). MG Fast was briefed that RWBAHC has initiated contracts to hire two additional providers (1-Internal Medicine and 1-Family Practice) to increase appointments during normal duty hours. The projected date of arrival/employment of these providers is 1 October 2006.

g. The COA briefing was forwarded to Great Plains Regional Medical Command (GPRMC) with the request to provide funding (Approx \$600K) to expand current hours of operation which will include weekends. The expansion of primary care hours will enable RWBAHC to meet access, provide after hours urgent care, and recapture emergency room and urgent care clinic visits.

h. As of 15 July 2005, RWBAHC has not received funding to support this unfunded

requirement (UFR).

i. On 15 July 2005, a talking paper was forwarded to GPRMC outlining the request for funds to capture urgent care being provided by Sierra Vista Regional Health Center and Arizona Family Care and Associates. The subject of the talking paper was Expansion of Primary Care Hours to Capture Urgent Care Going to the Local ER and Urgent Care Clinic.

****The expansion of hours will cover weekends, federal holidays and training holiday****

STATUS: Complete FY05. This issue is being worked within the command channels.

LEAD AGENCY: MEDDAC
SUPPORT AGENCY:

CONSUMER SERVICES
ISSUE # B-05-01-22

ISSUE: Food at Raymond W. Bliss Health Center

SCOPE: Blimpies is not allowed to sell sandwiches or food at the health center. Sick people, vendors, and workers are not able to buy anything.

RECOMMENDATIONS:

Sell sandwiches at the Wired Coffee Shop

REQUIRED ACTIONS:

Wired Coffee Shop to pass food inspection in order to sell sandwiches in the Health Center Lobby.

MILESTONES:

25 May 2005: The Wired Coffee Shop is operated by the same owners of the downtown Blimpies store. They want to sell Blimpies sandwiches at the stand and have been inspected by the post's Food Inspectors. The suppliers for Blimpies failed the first inspection. Once the suppliers pass the food inspection, Blimpies will be allowed to sell sandwiches. Inspection should be completed by July 2005.

26 July 2005 – There is a vendor that has

expressed interest in placing a stand at the Health Center pending completion of required inspections.

STATUS: Complete FY05

LEAD AGENCY: AAFES
SUPPORT AGENCY: MEDDAC

SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE# B-05-05-03

ISSUE: One-on-one Finance Counseling During In Processing

SCOPE: During in-processing, service members are briefed in large groups and do not receive individual financial counseling. Financial issues, which should have been identified, go unnoticed, subsequently resulting in financial hardships such as "No Pay Due," reduction in pay, bounced checks, and loss of security clearance.

RECOMMENDATIONS:

Amend the current Finance In-brief procedures from a mass brief to a one-on-one in-processing session for all service members.

REQUIRED ACTIONS:

Finance to give update.

MILESTONES:

15 July 2005 – Finance does not have the manpower to conduct one on one in processing for each Soldier coming into Fort Huachuca (permanent party). The size of the finance office has gone from 26 employees and Soldiers to the present size of 12 employees. If there are special issues or concerns during in processing, the Soldier can take them to the finance office. Being that military pay no longer resides in Whitside Hall, it would be difficult to conduct one on one briefing with Soldiers, being they would have to leave Whitside and come over to our present building of operations.

STATUS: Complete FY05. One-on-one counseling is available.

LEAD AGENCY: FINANCE
SUPPORT AGENCY:

BENEFITS/ENTITLEMENTS/RETIREMENT SERVICES
ISSUE # B-05-07-04

ISSUE: TRADOC Academic Instructors Special Duty Assignment Pay

SCOPE: Instructors assigned under the U.S. Army TRADOC do not receive Special Duty Assignment Pay as do Drill Sergeants and U.S. Army Recruiters. This applies to all enlisted certified instructors who teach military occupational specialty schools (MOS) within TRADOC. Duties specified for instructors are such as:

1. Time with IET students in classrooms.
2. Conduct barracks watch, staff duty and CQ during the instructor phase.
3. Conduct physical training supervisor duties for IET soldiers, support Drill Instructors to grade the IET School's APFT test.
4. Instructors duties are similar to the Drill Sergeant's duties because now we have to discipline students in the classroom and have to counsel them on their performance. Ratio of students is 30-45 per class.
5. DA will be increasing the class size by 4th quarter of 2005 to meet the force quota needed for the Army. This means our duties will double leading the new planning schedule to hold classes in the evenings and on Saturdays.

RECOMMENDATIONS:

1. Authorize Special Duty Pay at level 6 as per DOD Financial Regulations of \$165.00 per month to qualified certified instructors who are physically performing duties facilitating in the classroom.

REQUIRED ACTIONS:

MILESTONES:

26 Sept 2005 – Recommend to forward to TRADOC but not as an AFAP issue.

STATUS: Forward to TRADOC

LEAD AGENCY: AFAP Program Manager
SUPPORT AGENCY:

INSTALLATION SUPPORT/ EMPLOYMENT/CIVILIAN
ISSUE# B-05-08-01

ISSUE: Centralized Civilian Employment Center

SCOPE: The installation lacks a Centralized Civilian Employment Service Center. Employment opportunities and application assistance for various agencies (i.e. NAF, AAFES, Contractors, Civil Service, ACAP, ACS) are not readily available in a central location. This affects the retention, readiness, welfare and morale of Soldiers, family members, retirees and civilians ARMY wide.

RECOMMENDATIONS:

1. Establish a Centralized Civilian Employment Service Center at each installation.
2. Provide a computer lab with the personnel to assist in locating employment opportunities.

REQUIRED ACTIONS:

Provide web page link.

Need final update.

MILESTONES:

15 July 2005 – Resolution to this issue is on hold due to budget concerns. Funds were re-directed to mission-critical Soldier support.

Employment Website is
http://www.huachuca.army.mil/USAG/CPAC/cpac_index.html

STATUS: Active

LEAD AGENCY: CPAC
SUPPORT AGENCY:

FAMILY SUPPORT
ISSUE# B-05-02-02

ISSUE: Post Information Resources

SCOPE: Incoming personnel and residents cannot easily locate information regarding installation services. Information that is currently available is often outdated, unclear or

inaccurate.

RECOMMENDATIONS:

1. Make the website easier to navigate and include continual updates of relevant information.
2. Create an official Fort Huachuca phone book.
3. Create and distribute new maps of the installation that are legible and pertinent to incoming personnel.

REQUIRED ACTIONS:

1. Upgrade Website.
2. Maintain updated supply at Post gates and Army Community Service.

MILESTONES:

25 May 2005 – Website to be completed before next meeting June/July 2005. New phone books are available every January. New maps to be distributed in September 2005.

26 July 2005 – Phone books and maps are available and can be found at the Public Affairs Office (PAO) building # 21115 and Army Community Service (ACS) building # 50010.

26 July 2005 – Phone books and maps are available and can be found at the Public Affairs Office (PAO) building # 21115 and Army Community Service (ACS) building # 50010. Website is operational at <http://huachuca-www.army.mil>.

STATUS: Complete FY05

LEAD AGENCY: DOIM

SUPPORT AGENCY: PAO

**SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE # B-05-05-20**

ISSUE: Inconsistent Enforcement of the Helmet Law

SCOPE: Children, teens and parents are confused. What exactly is the law/policy/regulation regarding helmets? Is it

just for bicycles or all things on wheels? Is there an age limit? The law is imposed so infrequently. The teens in particular think it is okay to go without a helmet as long as they don't get caught.

RECOMMENDATIONS:

1. Publish the law or regulation in the two papers that are delivered on post weekly along with a notice that it will now be consistently enforced (just as was done for speeding cars) and then vigorously enforce it.
2. "Catch'em being good." Work with the establishments on post (Burger King, Baskin Robins, Movie Theatre, etc) to establish rewards such as free popcorn at the movie, or free burger from Burger King and stop the kids who are wearing helmets and reward them.

REQUIRED ACTIONS:

1. Publish Helmet Law.
2. Coordinate with AAFES for movie passes or certificates.

MILESTONES:

15 July 2005 - Fort Huachuca Regulation 190-5 (g) – Bicycle riders are required to wear helmets, reflective vests or belts at all times regardless of age, location on the Installation, or amount of light due to time of day or weather conditions.

1. The current policy is under revision. DES will have clarity no later than 1 September 2005.
2. Free bike helmets give away was sponsored by RWB Army Health Center on 22 July 2005.
3. The Roadrunner Newsletter regarding helmet fitting was distributed by the Community Health Nurse during the month of July 2005.

7 Dec 2005 – The Community Based Policing Practice is in place to identify community members doing the right thing such as wearing a helmet and reflectorized vest while operating a bicycle, and reward them with various coupons from AAFES.

STATUS: Complete FY05

LEAD AGENCY: Department of Emergency Services
SUPPORT AGENCY: AAFES

**INSTALLATION SUPPORT/
EMPLOYMENT/CIVILIAN
ISSUE# B-05-08-10**

ISSUE: Lack of Notification of Lane Closures at Post Gates

SCOPE: Based on traffic needs, sometimes an incoming lane is closed. There is no signage to direct care to the open lane. This is especially challenging at night at the main gate where you don't have a lot of time to move over before the solid white line or at the east gate where there is a curve in the road as you approach the checkpoint. You are not always able to tell where the cones are placed.

RECOMMENDATIONS:

1. Place a sign at least 300 feet from the lane closure so that care can safely move in to the correct lane.
2. Move the lane cones further back from the gate or place a different color cone to represent a lane closure.

REQUIRED ACTIONS:

Provide Assessment

Place lane open or closure notification further out from the gate.

MILESTONES:

21 Sept 2005 – Main and east gates will extend the distance that cones are placed. There is a long term project for new access control points. No funding available for lights or arrows at this time.

STATUS: Complete FY05

LEAD AGENCY: DES
SUPPORT AGENCY:

**TEEN WORKGROUPS
ISSUE # B-05-H1-01**

ISSUE: Lack of Transportation on Post

SCOPE: Family-oriented transportation service is needed to provide access to all consumer service on Fort Huachuca. Fort Huachuca's facilities are spread over large distances making it difficult to get to them on foot. An ID card holder on Fort Huachuca could benefit from this service. Many families/youth do not have access to cars or licenses and need transport services. It would also increase revenue and services offered on Fort Huachuca.

RECOMMENDATIONS:

1. Provide affordable base shuttle service that goes to all consumer services (i.e. MWR/PX) and housing areas.
2. Provide a separate bus and route for Soldier and troop areas and family housing/Youth Activity Centers.
3. Provide routing scheduled locations and time and publish route/schedules in the Scout, on the Fort Huachuca website, bus stops and at all facilities.

REQUIRED ACTIONS:

A special session is to be held between, MEDDAC, DENTAC, 11th Signal, 111th MI, AAFES, and MWR regarding this issue.

A need was raised as to the problems the units are having transporting students to and from their appointments on post as well as off post.

MILESTONES:

26 July 2005 – Issue is still being worked.

STATUS: Active

LEAD AGENCY: MWR
SUPPORT AGENCY:

HOUSING / TRANSPORTATION
ISSUE # B-05-03-03

ISSUE: Pedestrians and Non-Motorist Safety

SCOPE: Some areas on Fort Huachuca have unsafe roads and incomplete side walks endangering pedestrians and bicyclists. Housing communities have poorly maintained and insufficient lighting. The sidewalk network is incomplete. Motorists constantly threaten cyclists. Existing signs do not effectively deter speeding in school zones and housing.

RECOMMENDATIONS:

1. Install lighted sidewalks and bike paths that connect all housing areas to all community service areas.
2. Ensure that all new construction includes lights sidewalks, bike paths and appropriate speed controls.
3. Install additional speed control devices at all school crossings.

REQUIRED ACTIONS:

1. Lighted sidewalks are provided in conjunction with whole neighborhood revitalization projects. Additional sidewalk requirements have been identified from the service entrance of PX garden shop to main entrance to PX off Hatfield, from Smith to Healy in front of the main chapel, and from the intersection of Healy and Hatfield to the Holman guesthouse. Estimated cost for these sidewalks is \$35,000. Unfortunately bike paths are extremely cost prohibitive at \$65,000 per mile for asphalt and striping to \$415,000 per mile for relocating curbs, sidewalks, and gutters. Incorporating bike paths into long range plans can be also dependent on space availability as well.
2. Whole neighborhood revitalization projects already include street lighting and sidewalks. Bike paths in housing areas are generally not possible given land constraints but inclusion will be considered during future design charettes.
3. Speed bumps at school crossings and playgrounds can be constructed but asphalt bumps will adversely affect response time of emergency vehicles. Hard plastic bumps such

as at the main gate will virtually stop traffic. Placement must be coordinated with DES.

MILESTONES:

25 May 2005

1. \$35,000 sidewalk project will be scheduled for FY 06 if funds are available. Bike paths will be incorporated into long-range plans where space permits.

2. No action required.

3. Issue will be coordinated with DES.

26 July 2005 – Continue to monitor for areas that need speed bumps. Resident only signs need to be posted in the Grierson Pool area and other required areas.

STATUS: Active

LEAD AGENCY: DPW

SUPPORT AGENCY: DES

HOUSING/TRANSPORTATION
ISSUE # B-05-03-11

ISSUE: Yard of the Month Program

SCOPE: Does the post have a Yard of the Month program? This could improve the whole post appearance and give Soldiers more pride in their house and yard.

RECOMMENDATIONS:

Garrison should start a Yard of the Month program for each different housing area. A yard should only be able to win one time a quarter and then the top three yards of the year should be selected in each housing area. Low budget program, with great results.

Get sponsorship from AAFES, MWR and local community. Recognition can be given in the Ft. Huachuca Scout.

REQUIRED ACTIONS:

Program is being modified by the Garrison CSM and Housing.

MILESTONES:

26 July 2005 – Continuing to be modified.

STATUS: Complete FY05. Program in place.

LEAD AGENCY: USAG

SUPPORT AGENCY: Housing

**SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE# B-05-05-01**

ISSUE: Centralized Barracks Management

SCOPE: There is an unbalanced distribution of barracks space allocated to service members. Due to the current unit management module for permanent party Soldiers; there is unnecessary crowding in some barracks and under utilization in other barracks. The inequality negatively impacts on morale and the overall quality of life for service members.

RECOMMENDATIONS:

1. Establish a central barracks management office.
2. Direct the central barracks management office to equally distribute barracks space among service members utilizing an available space to Soldier ratio.

REQUIRED ACTIONS:

This action is currently in process.

MILESTONES:

15 July 2005 – A draft of the Centralized Barracks Standing Operating Procedures (SOP) was provided to the Garrison Commander in late June 2005.

21 Sept 2005 – Centralized Barracks Management project has been initiated. Completion date has not been determined.

STATUS: Complete FY05

LEAD AGENCY: DPW

**INSTALLATION SUPPORT/
EMPLOYMENT/CIVILIAN
ISSUE# B-05-08-06**

ISSUE: Additional Crosswalks Needed on Hatfield and Around the PX Area

SCOPE: Additional crosswalks are needed at places where people are crossing on Hatfield at Bissel Street, crossing over to the ball field; at Hatfield and Hughes Street from Riley Barracks to the PX; around Greely Hall to the parking areas.

RECOMMENDATIONS:

1. Complete a survey to find the paths most traveled.
2. Paint additional crosswalks and repaint current crossings.
3. Place stepping stones in areas that pedestrians need to cross over gravel.

REQUIRED ACTIONS:

1. Survey area.
2. Repaint crosswalks.
3. Pave gravel areas where required due to foot traffic.

MILESTONES:

15 July 2005

1. Survey has been completed. At the PX area, crosswalks are placed at all intersections except one. That crosswalk is included in a \$35,000 sidewalk project for the area. Crosswalks in other high traffic areas have been sited in accordance ADOT policy.

2. Crosswalks have been repainted.

3. As noted in B005-03-03, additional sidewalks in the PX area have been identified and will be constructed if funding is available. This project will include one footpath leading from a crosswalk over a gravel area.

STATUS: Complete FY05. Crosswalks will continue to be identified and repaired as required.

LEAD AGENCY: DPW
SUPPORT AGENCY: EP&S

TEEN WORKGROUPS
ISSUE # B-05-H1-04

ISSUE: Safety and Quality of Life

SCOPE: Streets are very dark at night and lack of streetlights endangers people, wildlife and creates opportunity for UDI's. Trash in public housing areas attracts dangerous wildlife in populated areas and causes multiple hazards. For example, javelinas gore dogs; skunks spray; mountain lions come after deer, pets and small children.

RECOMMENDATIONS:

1. Put NPS-approved "bear-bins" in parks/public areas.
2. Install streetlights in dark housing areas.
3. Install water fountains at every active playground.

REQUIRED ACTIONS:

1. Current level of nuisance bear activity does not justify cost of bear-proof containers. Trash barrels will be placed at playground areas but not other locations due to potential increase of nuisance wildlife and high labor costs associated with emptying small receptacles. Many refuse containers are already located throughout the cantonment area.
2. New construction areas all include lighted sidewalks within Arizona State restriction. Other areas have lighting and can be considered for more where appropriate.
3. Unattainable. Water fountains in 22 playgrounds would be counter to the stringent water conservation policy of Fort Huachuca.
4. Ten playgrounds complete with trash barrels other playgrounds scheduled to be completed by August 2005. Policing by ground maintenance contract.

MILESTONES:

25 May 2005 – Request feedback from

residents as to what areas need to be looked at for better lighting.

15 July 2005 – Specific feedback from residents has not been solicited this year. Street lighting in all the current and future MCA reconstruction projects have been incorporated. Streets have been identified and lighting was installed in these areas with year end funds.

21 Sept 2005 – No new status. Recommend to monitor and re-evaluate in six months.

26 Sept 2005 – There is a process in place that issues can be addressed through. The "Dark Sky Law" set by the State of Arizona will have a major impact on where Fort Huachuca is allowed to place street lights.

STATUS: Complete FY05

LEAD AGENCY: DPW
SUPPORT AGENCY: ENRD/Housing

YOUTH SERVICES/EDUCATION
ISSUE # B-05-06-06

ISSUE: No Overhead Cover for Bus Stops

SCOPE: No overhead cover for school bus stops on post. This impacts all kids going to school and have to wait at the bus stops. Currently most kids going to school stand by a bus stop marker or sign and get wet, cold or hot standing in the open awaiting the bus. We need to take care of all our soldier's children.

RECOMMENDATIONS:

Construct covers at all bus stops on post.

REQUIRED ACTIONS:

Seek funding for covered school bus stops in housing areas.

MILESTONES:

15 July 2005 - Covered school bus stops within housing are included in programmed Whole Neighborhood Vitalization projects. We need to determine where bus stops need to be located.

26 Sept 2005 - Existing bus stops have been

placed on the prioritized list to build as funding becomes available. New covered bus stops are included in the housing construction projects.

STATUS: Complete FY05

LEAD AGENCY: DPW

SUPPORT AGENCY:

CONSUMER SERVICES

ISSUE # B-05-01-02

ISSUE: No Outdoor Adventure and Tour Program on Fort Huachuca

SCOPE: There is currently no outdoor adventure and tour programs on Fort Huachuca. A coordinated outdoor adventure and tour program would increase morale for the entire Fort Huachuca community, to include Soldiers, spouses, youth, retirees and civilians. It would significantly contribute to physical fitness and military and life skill development. The resources on Fort Huachuca and surrounding areas are currently under-utilized by the Fort Huachuca population. Some activities such as: skiing and canoeing would require trips outside the Fort Huachuca area. Including expertise from outside Fort Huachuca would enhance the establishment of the program and the relationship between the Fort and the surrounding community.

RECOMMENDATIONS:

1. Establish a coordinated outdoor adventure program operated by MWR Recreational Division. Activities may include, but not limited to: hiking, trail rides, canoeing, folks marching, rappelling tower/climbing wall, etc.
2. Establish coordinated trips with adventure focus outside Fort Huachuca. Trips may include, but not limited to: Grand Canyon, ski trips, white water rafting, mountain biking, hiking, fishing, etc.
3. Coordinate trips and activities with other organizations in the local area, such as: Youth Services, Oscar Yrun Community Center, Sierra Vista Hiking Club, etc.

REQUIRED ACTIONS:

MILESTONES:

25 May 2005 - The new Chief of Recreation Division took office in April 05. One of his first goals is to examine all the facilities under his command and evaluate their success for the Soldier. Volunteer issues would need to be coordinated through the Installation Volunteer Coordinator.

26 July 2005 – New manager to manage this program to be hired. Several trips and hikes are being planned. Hiking and biking maps are being printed. More information as the event are finalized.

21 Sept 2005 – Hiking trail maps are available at all gyms and the Sportsman Center and will be placed at the Youth Center within the next month. Some of these trails may also be used for mountain biking. Bikes are available for renting from MWR Rents on Irwin Street. An orienteering course, rock climbing classes and guided tours are being planned and the necessary materials for the courses should be funded in FY06.

7 Dec 2005 – Division is in the process of getting a contract to utilize indoor Rocks and Rope gym in Tucson for indoor rock climbing. Offer is being made for a new manager.

STATUS: Complete, FY05

LEAD AGENCY: MWR

SUPPORT AGENCY: Recreation Division

CONSUMER SERVICES

ISSUE # B-05-01-10

ISSUE: Fort Huachuca needs a Toy Library

SCOPE: People PCS'ing and staying in temporary lodging normally don't carry many toys due to traveling. If Ft Huachuca had a toy library, these families could check out toys for their children to use, which would occupy the child's time and ease parental stress. All families would benefit. Families of lower enlisted could check out educational toys that they would not normally purchase. Families with spouses deployed could check out toys and the child being enamored with a new toy can serve as a mental break for the parent left behind.

RECOMMENDATIONS:

1. Create a toy library filled with educational toys that help children develop an imagination. Provide outside playhouses, do not provide Nintendo type games.
2. Recommendation based on experience with a toy library in Fayetteville, N.C.
 - a. People could check out two for 2 weeks free of charge.
 - b. You are required to clean toys with bleach solution prior to return.
 - c. Each toy or toy set has a point value. Each person is given 6 points when they register. They earn more points by being a good customer; timely returns, toys not broken, etc. They can earn up to 8-10 points. Then they can check out items like a playhouse.

REQUIRED ACTIONS:

Research regulations and feasibility for starting and maintaining a Toy Library.

MILESTONES:

15 July 2005 - Contact was made with Fayetteville, NC and the finding is as follows: Fort Bragg had a Toy Library many years ago. The library is currently not operational for various reasons. The Toy Library was a collaborative effort between Army Community Service (ACS), Youth Services(YS), and the on-post school, and was housed in a storage area or hut at the school and operated by volunteers. This program ended years ago due to lack of use and personnel to run it. The Fort Huachuca ACS currently does not have the funding, personnel, or room to establish a Toy Library. We are looking at relocating the Lending Closet area, to make room for a One Stop Shop, which is in response to another AFAP issue. At this time, ACS cannot take on this additional duty without funding, personnel, and location to house the Toy Library.

STATUS: Complete FY05. Not in the best interest for Fort Huachuca.

LEAD AGENCY: MWR
SUPPORT AGENCY: ACS

**CONSUMER SERVICES
ISSUE # B-05-01-27**

ISSUE: Murr Recreation Center Outside Patio/Barbeque Area

SCOPE: The Murr's outside patio and barbeque area needs to be renovated so FRGs and companies can utilize it as an inexpensive alternative for Hail and Farewells as well as other company events. Presently, the barbeque pit is broken and the table and chairs are falling apart. Lighting is inadequate.

RECOMMENDATIONS:

1. Repair the barbeque pit, install lighting, repair or replace picnic tables.
2. Advertise to groups on post that the area is there to use.
3. Maintain before and after units or groups use the facility.
4. Recommend the area to specialty groups as a funding and/or repair project for sponsorship.

REQUIRED ACTIONS:

Provide feedback.

MILESTONES:

25 May 2005 – This area would be more than appropriate for FRG's and Companies to utilize. The Recreation Division is looking for the BOSS program or an FRG to adopt this area and upgrade the paint and cleanup the volleyball area. Once this is done, tables can be procured to fill this area. Any and all BBQ pits and grill would need clearance from the Fire Marshall.

26 July 2005 – No action has been taken with this area at this time.

21 Sept 2005 – A new small BBQ grill has been purchased and is available for use in the picnic area.

7 Dec 2005 – Picnic tables have been repaired.

STATUS: Complete FY05

LEAD AGENCY: MWR
SUPPORT AGENCY: Recreation Division

**SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE # B-05-05-13**

ISSUE: Library Hours on Post not Tailored to Community Needs

SCOPE: The Ft. Huachuca library closes early during the week and is closed on Sundays and Mondays. As a result, Soldiers have to find other facilities off post to complete various tasks, projects during their off duty time.

RECOMMENDATIONS:

1. Have the library staff conduct a needs analysis survey to determine what hours or operation best meet the needs of the community.
2. Tailor library hours to meet those needs.

REQUIRED ACTIONS: None

MILESTONES:

25 May 2005: During FY04, General Marks requested that a library survey be done to identify/determine the best times for the base library to be open to the public. A survey was distributed within the library, on-post college classes, and at five Education Service Directorate program locations. Before the change, the library hours were Monday thru Friday 0800-1700. After the survey, the library hours were changed to Tuesday thru Friday 1030-1930 and Saturday 0830-1730, adding an additional 16 hours of non-duty time with a cost to the Garrison of \$5,000 in night differential pay to employees.

The library is authorized for five full time positions, currently there are three positions filled and recruitment is being worked for the remaining two positions. Based on the FY04 survey and the additional cost of paying employees Sunday premium pay of \$10,000 per year, the library will remain with the current hours of operation. Proposed partnerships with the County and the City are pending.

As of 15 May 05, the library is now under the direction of MWR.

STATUS: Active pending patron survey.

LEAD AGENCY: MWR

SUPPORT AGENCY: Educational Services Directorate

**YOUTH SERVICES/EDUCATION
ISSUE # B-05-06-08**

ISSUE: Unsafe Drop Off/Pick up at Johnston Elementary due to Procedures not being Followed

SCOPE: Since the start of the school year there has been a blatant disregard for rules and regulations for dropping off and picking up of kids at Johnson Elementary School. When Military Police are present there are no problems but when no authorities are present everyone drive into the area with their own agenda. The school has sent home flyers addressing the issue to no avail.

RECOMMENDATIONS:

1. Have constant police presence or faculty monitoring the area.
2. Paint curbs to identify areas where parking is not permitted.

REQUIRED ACTIONS:

Provide feedback

MILESTONES:

25 May 2005 - There is currently a plan to revise the area for pick up and drop off. Johnson Elementary is scheduled for destruction. Problem in who will pay for the plan. Discuss possible solution while waiting for the construction of new area – Teacher/aide outside to monitor the parents and children.

26 July 2005 – Confirm that the curbs have been designated and painted.

21 Sept 2005 – “No Parking” signs are posted in plain sight. Parents continue to leave vehicles in the “No Parking” area instead of the designated parking lot. A committee was formed to address the situation; however some parents continue to violate the rules. Constant DPS presence is not an option. A suggestion was made to ticket patrons parking in the “no parking” zone on an intermittent basis.

New school construction to begin summer FY06. Military police will continue to monitor this situation. Recommend to close.

STATUS: Complete FY05

LEAD AGENCY: MWR

SUPPORT AGENCY: Child and Youth Services

**TEEN WORKGROUPS
ISSUE # B-05-MT-01**

ISSUE: Insufficient Youth Communication Forum

SCOPE: Teens have very little representation in the community forums, which deprives them of a means to express their needs.

RECOMMENDATIONS:

1. Establish a Teen AFTB Program within Army ACS.
2. Launch a monthly youth town hall program.
3. Expand the existing youth council (Torch Program and Keystone Club) at Youth Services to include all military teens.

REQUIRED ACTIONS:

MILESTONES:

25 May 2005 – Instructors are getting input from teens at other installation for modifications needed to the AFTB program to better serve the teen community. Goal is to have a basic program in place by the end of the fiscal year. Research will need to be done regarding holding youth town hall meetings. Could possibly be held in conjunction with AFTB classes.

By CFSC regulation, all youth participating in CYS programs **must** be registered with CYS. CYS is no longer allowed to include all youth in the programs.

STATUS: Active

LEAD AGENCY: MWR

SUPPORT AGENCY: CYS and AFTB

**TEEN WORKGROUPS
ISSUE # B-05-MT-02**

ISSUE: Inadequate After School Activities

SCOPE: The school-sponsored activities are not sufficient to accommodate many students and their interests. This lack of opportunities for activities deprives students of experiencing more involved school and community participation.

RECOMMENDATIONS:

1. Establish an outdoor adventure program for all interested students.
2. Conduct an annual survey to determine the clubs and sports based on the students' interest.

REQUIRED ACTIONS:

1. Sportsman Center will need to address the outdoor adventure program and look at the feasibility of such program.
2. Expansion of annual survey is in progress. Coordinate with Marketing by July 2005.

MILESTONES:

26 July 2005 – Monitor for feedback after school begins.

STATUS: Active

LEAD AGENCY: MWR

SUPPORT AGENCY: Child and Youth Services

**TEEN WORKGROUPS
ISSUE # B-05-MT-04**

ISSUE: Youth Activity Programs

SCOPE: Elementary and Middle School ages would like to see more youth activities for their age group like volleyball, cheerleading, football, skating, hockey, summer camps, more activities where both genders can participate.

RECOMMENDATIONS:

1. Establish youth volleyball teams with Youth Services.

2. Establish cheerleading squads for the Youth Sports.

3. Establish an indoor and/or outdoor skating rink to service the whole family.

4. Improve the existing skate park.

5. Conduct a survey to see what team sports and what additional activities that the young teens would like to have through Youth Services.

REQUIRED ACTIONS:

Survey youth to see if there is adequate interest in these programs.

MILESTONES:

25 May 2005: Prepare and distribute an interest survey at the start of the 2005-06 school year no later than 1 Sept 2005.

STATUS: Active, Monitor for feedback after school begins.

LEAD AGENCY: MWR

SUPPORT AGENCY: Child and Youth Services

TEEN WORKGROUPS

ISSUE # B-05-H2-01

ISSUE: Lack of a High School Teen Club

SCOPE: The existing youth center evening activities and facilities do not accommodate high school interests, such as use of DJ, dance floor, pool tables, etc. There is no location for high school teens to socialize in a safe and controlled environment.

RECOMMENDATIONS:

1. Increase accessibility of the Time Out Club or similar facilities for high school teens.

2. Open the Time Out Club or similar facility to high school teens on Friday or Saturday evenings.

3. Allow the teens to utilize the Time Out Club or similar facilities during off peak times for example 7:00 p.m. to 10:30 p.m.

REQUIRED ACTIONS:

MILESTONES:

25 May 2005 – In March 2005 the Time Out Club opened for Teen Night on every other Saturday night. This has been met with limited participation from the teens. The Club is averaging 30 teens a function. Need to work on a marketing plan. This initiative could fold if an increase in participation is not seen.

26 July 2005 - Prepare a new activities and marketing plan for the next year.

STATUS: Active

LEAD AGENCY: MWR

SUPPORT AGENCY: Child and Youth Services/ Business Operation Division

CONSUMER SERVICES

ISSUE # B05-01-01

ISSUE: Department of Defense Civilian Employee's Patronage of Army Air Force Exchange Service.

SCOPE: By Army Regulations, with limited exceptions, DoD Civilians are not authorized AAFES privileges. DoD Civilian personnel are an increasingly important part of the DoD team; many of them doing the jobs that active duty used to do and should be allowed to use AAFES facilities. Authorizing DoD Civilians to use AAFES facilities will potentially increase MWR dividends by \$35.3 million, which will improve Quality of Life facilities & programs for the Total Army Team.

RECOMMENDATIONS:

Change AR 60-20, Section 2, Paragraph 2-9, to authorize DoD Civilians full use of AAFES facilities.

REQUIRED ACTIONS: Forward to MACOM

Date: 21 March 2005

Return Date: 6 June 2005

MACOM Position: Returned – Issue was not prioritized. This is designed to be a benefit for Soldiers. Civilians are monetarily compensated.

STATUS: Complete FY05

**HOUSING/TRANSPORTATION
ISSUE # B-05-03-02**

ISSUE: Quarters Repair and Cleaning Costs at Termination

SCOPE: There is an inequitable financial burden place upon service members and their families at termination of quarters. Depending on the duty station, costs may vary significantly (\$0.00 to \$1,000.00)

RECOMMENDATIONS:

1. Repair and cleaning costs at termination within Privatized Housing and non-Privatized Housing needs to be standardized across the Army.
2. Cost of repair and cleaning of a Soldier's quarters should be paid out of Soldiers accrued BAH.

REQUIRED ACTIONS: Forward to MACOM
Date: 21 March 2005
Return Date: 6 June 2005

MACOM Position: Returned – Damages should be paid for by occupant. Timing with privatization, Army should not dictate contract matters to RCI because this could irreparably harm the project.

STATUS: Complete FY05

**MEDICAL/DENTAL
ISSUE # B-05-04-01**

ISSUE: Advanced Life Support for Installations

SCOPE: Advanced life support is not currently required on Department of Defense and Department of Army Installations. Lack of advanced life support affects health and safety by not providing response to emergencies that are "immediately dangerous to life or health" per Department of Defense instruction number 6055.6, paragraph E2.7.8. Personnel affected are all Army personnel, civilians and family members working, visiting and residing on Army installations.

RECOMMENDATIONS:

1. Require all Department of Defense/Department of Army Installations provide advanced life support service as the minimum standard in accordance with Department of Defense Instruction 6055.6-M-1.
2. Provide funding to upgrade equipment and properly train personnel to advance life support standards.

REQUIRED ACTIONS: Forward to MACOM
Date: 21 March 2005
Answer Date: 6 June 2005

MACOM Position: Prioritized into the TRADOC AFAP

STATUS: Active

**MEDICAL/DENTAL
ISSUE # B-05-04-02**

ISSUE: Reimbursement for Medical Travel

SCOPE: Insufficient specialty care within the remote location requires frequent travel resulting in excessive travel and out of pocket expenses. Multiple trips for medical care and behavioral health care from a remote location cause financial hardship on active duty and family members. Joint Federal Travel Regulations does not authorize reimbursement of excessive travel and out of pocket expenses within the catchment's area for medical and behavioral health appointments. The inability of service members to pay for excessive out of pocket expenses for travel/per diem affects the well-being and health of the family member, service members and thereby affects the unit readiness, morale and retention.

RECOMMENDATIONS:

Change the Joint Federal Travel Regulation to authorize reimbursement for travel within the catchment's area to service member and family for medical and behavioral health care appointments from remote locations. Authorize commanders to approve reimbursement of travel and per diem.

REQUIRED ACTIONS: Forward to MACOM
Date 21 March 2005

Return Date: 6 June 2005

MACOM Position: Returned – The delegates did not understand if the mileage was round trip or one way. Issue was closed in 2004 and maybe revisited in three years.

STATUS: Complete FY05

**SOLDIER SUPPORT/RESERVE/GUARD/IRR
ISSUE# B-05-05-02**

ISSUE: Military Clothing Allowance for Instructors

SCOPE: Small Group Leaders' (SGLs) current annual clothing allowance does not meet the professional needs for SGLs during their assigned duties. Due to the necessity that SGLs must present and maintain a higher level of appearance, they are exceeding their annual clothing allowance to purchase additional uniforms.

RECOMMENDATIONS:

Fund additional clothing allowance for SGLs possessing an additional Skill Identifier H-Instructor, and in conjunction are currently assigned as an instructor.

**REQUIRED ACTIONS: Forward to MACOM
Date: 21 March 2005
Return Date: 6 June 2005**

MACOM Position: Returned – The issue was not prioritized because the issue did not warrant request. The instructor's uniforms do not wear out any sooner than students' uniforms.

STATUS: Complete FY05

**YOUTH SERVICES/EDUCATION
ISSUE# B-05-06-01**

ISSUE: Inadequate Training of Staff at Child Development Center (CDC)

SCOPE: Needs and care of children are not being met by the personnel of the CDC due to the lack of training and follow up. The shortage of provider supervision caused by their inexperience and lack of training creates an unsafe and unhealthy environment. As a result,

the CDC personnel experience increased stress, reducing overall quality of care for the children. The resulting accidents and illnesses for children and undue stress for CDC personnel cause a series of additional burdens for the Soldier, unit and the Army.

RECOMMENDATIONS:

1. Amend the number of required training modules to extend past current foundation level requirements. Modules should include current best practices in early childhood education.
2. Standardize new employee orientation and training implementation across Department of the Army (DA).
3. Increase the number of trainers to meet DA standards.
4. Establish additional number of flex time employees to accommodate training during duty day.

**REQUIRED ACTIONS: Forward to MACOM
Date: 21 March 2005
Return Date: 6 June 2005**

MACOM Position: Returned – Not an Army-wide issue because of standardized training. Training is available and must be enforced by the installation.

Activity Position: Currently all CYS staff must undergo standardized DA training which includes thirteen modules, which are reviewed and graded by a trainer. They must attend child abuse recognition/prevention training, CPR, first aid, ethics, fire safety, health, medication administration, asthma medication training, prevention of sexual harassment, consideration of others, USDA food program training, food handlers certification, and special needs training if they have a special needs child in their care. This training is in addition to the mandated Anti-Terrorism, computer security, force protection, and alcohol abuse prevention training. One new trainer came on board November 2005 and another trainer is scheduled to arrive in January 2006, which will be a complete turnover of the CDC training staff.

STATUS: Complete FY05
LEAD AGENCY: Child and Youth Services

**YOUTH SERVICES/EDUCATION
ISSUE# B-05-06-02**

ISSUE: Insufficient Childcare Slots for Active Duty Military.

SCOPE: Current prioritization policy for childcare slots adversely affects active duty military because Department of the Army (DA) civilians and contractors are given equal priority. Longevity of civilian personnel encumbers childcare slots that could be made available for the active duty military. This ultimately contradicts the Child and Youth services mission in accordance with AR 608-10.

RECOMMENDATIONS:

Change all DA civilian/contractor childcare slots to permanent stand by status, renewable on a yearly basis as done in DOD schools.

**REQUIRED ACTIONS: Forward to MACOM
Date: 21 March 2005**

**MILESTONES:
Return Date: 6 June 2005**

MACOM Position: Returned – Problem is not Army wide, this is an installation issue.

STATUS: Active

**BENEFITS/ENTITLEMENTS/RETIREMENT
SERVICES
ISSUE # B-05-07-02**

ISSUE: Non-Commissioned Officer (NCO) Degree Completion Program

SCOPE: NCO's currently do not have a full time degree completion program that affords them the opportunity to focus exclusively on education. A degree completion program should be afforded to NCOs similar to the officer's program. Current Army educational options for NCOs (eArmyU, tuition assistance, etc) distract from their ability to focus on Mission Essential Tasks. Due to the increased complexity of Army missions worldwide and the decrease in Non-Commissioned Officer Education System training, a degree completion program is essential to maintain the strongest, most professional NCO Corps in the world. By providing full time education opportunities to our

NCOs we are developing well rounded, qualified, career minded leaders.

RECOMMENDATIONS:

1. Establish a Non-Commissioned Officer (NCO) Full Time Degree Completion Program for all NCOs serving in indefinite status.
2. Soldier must complete a post secondary degree.
3. Soldier must obtain a degree letter from an accredited University certifying the Soldier's ability to complete a degree in one year while on full time active duty student status.
4. Degree will be funded by current established federal programs.

**REQUIRED ACTIONS: Forward to MACOM
Date: 21 March 2005
Return Date: 6 June 2005**

MACOM Position: Returned – The delegates did not rate this issue as a high priority because an officer is required to obtain a civilian college degree for advancement and the NCO does not have the same requirements.

STATUS: Complete FY05

**BENEFITS/ENTITLEMENTS/RETIREMENT
SERVICES
ISSUE # B-05-07-03**

ISSUE: Dislocation Allowance (DLA)

SCOPE: The current flat-rate DLA is not equitable for dislocation to all areas. Soldiers moving to high cost of living areas are not sufficiently subsidized for their dislocation expenses. This adds an additional financial burden during a stressful time, distracting from the Soldier's readiness to report for duty totally focused on the accomplishment of his/her mission at their new duty station.

RECOMMENDATIONS:

Change current Joint Federal Travel Regulations to calculate DLA as two time the BAH rate of gaining duty station.

REQUIRED ACTIONS: Forward to MACOM
Date: 22 March 2005
Return Date: 6 June 2005

MACOM Position: Returned – The delegates did prioritize this as one of the top 3, however after extensive research it was determined that the current DLA allowance is equitable.

STATUS: Complete FY05

TEEN WORKGROUPS
ISSUE # B-05-H2-03

ISSUE: On-Post Dental Care for Dependents

SCOPE: There is no accessible dental care for dependents on post. Off post dental care is both inconvenient and costly to army dependents.

RECOMMENDATIONS:

Establish easily accessible dental care for dependents of post.

REQUIRED ACTIONS: Forward to MACOM
Date 21 March 2005
Return Date: 6 June 2005

MACOM Position: - Returned installation issue

STATUS: Unattainable FY05.

LEAD AGENCY: DENTAC
SUPPORT AGENCY:

HOUSING/TRANSPORTATION
ISSUE # 05-03-04 combined with 05-03-05

ISSUE: Transportation Weight Allowance for Household Goods

SCOPE: The weight allowances have not changed to reflect the families of today. With increased family technology, limited quarters, (people are buying homes off post which are larger than quarters), and simply the need and want for more goods, furnishing, etc. Also the weight allowance for senior NCO's and Officers does not change when you stay in the Army longer or have children. All Soldiers and their families are affected.

RECOMMENDATIONS:

The weight allowance for household goods should increase based on time in service and an allowance for children or dependents should be added. For example, an E9 over 18 years in service with three dependents should get about 2,000 more pounds than an E9 married with one dependent. More dependents, more weight allowance.

STATUS: GOSC Active Issue # 457 and Issue # 531